Accounts Receivable

Billing and Collections

Training Guide

Version 3.0

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About This Training Guide

TRAINING GUIDE DESCRIPTION

AFIS (Arizona Financial Information System) Accounts Receivable functionality supports the billing, tracking, and collection of money owed to the State. This guide introduces the AFIS Accounts Receivable features for creating receivables, billing, and collections processing.

TRAINING GUIDE OBJECTIVES

In this training guide, you will:

- Examine the Accounts Receivable area of AFIS
- Review the configuration of Accounts Receivable tables
- Create a Receivable document for various business scenarios
- Perform Receivable maintenance
- Review the Billing process
- Review the Collections process
- Create a Referral to Collection Agency document
- Create a Write-Off document

TERMINOLOGY

The terms listed in Table 1 below are used throughout this guide.

Table 1: Terminology

Term	Description
Accounting Line	The fields in a document's Accounting component where users, at a minimum, enter a set of Chart of Accounts codes comprising a funding distribution and an Event Type (may use default).
Accounting Template (ACTPL)	A predefined set of elements that can be inferred to a document accounting line as a soft inference, meaning accounting elements may still be entered on a transaction that are not overwritten by elements defined on the Accounting Template.
Address ID, Address Code	The code that identifies addresses for a vendor or customer. These are established as part of Vendor/Customer setup.
Address Type	A pre-defined code that categorizes the purpose of each address associated with a Vendor/Customer on VCUST. For customers, the address type is Billing.
Agency	A State agency is a 'Department' in AFIS. The Dept field is used to capture agency information.
Billing Location	Indicates where an invoice or statement for the receivable will be sent.

Term	Description
Billing Profile (BPRO) table	The table that stores the rules that define the creation and management of customer bills, such as billing type, billing instructions, collection parameters, and special accounts options are defined on the Billing Profile (BPRO) table.
Billing Rate (BILLR) table	Stores information used to automatically calculate receivable amounts, for example: Rate Code, Charge per Unit, Unit of Measure.
Billing Type	Indicates the type of billing and is an option on the BPRO page. Valid values are: Invoice, Statement, Both, No Billing Required, and Cost Accounting Billing.
Cash Receipt (CR, CACR, CRTRI or CRWP) document	An Accounts Receivable document used to record all monies collected, including collections against outstanding receivables, customer accounts, pre-payments, non-sufficient funds (NSF), and cash-basis collections with no document or customer account reference. CACR, CRTRI and CRWP documents are an Accounts Receivable document with all of the fields of a CR document, but set apart specifically for Cost Accounting, TRIRIGA, or Web Portal credit card related cash receipt activity, respectively.
Collections Processing	Actions taken to receive payment from customers with delinquent bills.
Collection Referral (CL) document	The Referral to Collection Agency (CL) document allows you to refer receivables that are significantly past due to a collection agency, like the Attorney General's Office.
Copy Forward	Feature that enables a user to copy pertinent information from a finalized existing document into a new Document Type whose purpose is to reference or liquidate the source document.
Customer	A business or individual set up within the AR functionality that owes the State money.
Customer Account	The combination of Customer, Department, Unit and Billing Profile, creating a unique entity for receivable activity processing.
Customer code	The unique identifier assigned to a customer. A customer can also be a vendor, allowing users to enter information only one time when an entity doing business with the State is both a vendor (payable) and a customer (receivable). Unique address types for payables and receivables are required in order to pay a vendor or bill a customer.
Department – Treasury Adjustment Clearing (DADJ) document	The Department – Treasury Adjustment Clearing (DADJ) document is used by the agency to clear the activity from the State Treasurer – Treasury Adjustment Clearing (STADJ) document, relating to Unfavorable/Favorable Deposit Adjustments, NSFs or Unfavorable/Favorable Credit Card Adjustments.
Document Catalog	A central location where documents can be generated and reviewed.
Documents	Electronic forms used to enter and record financial transactions and activities.
Dunning Message	A notice informing a customer of a past due balance.
Event Type (ETYP)	Identifies and records the type of financial activity for an accounting line of a document. For all accounting based documents, and certain non-accounting documents, every accounting line must have an Event Type. You can either enter the Event Type or use the default provided by the system.

Term	Description
Function	A Chart of Accounts element that can be inferred to a document accounting line as a hard inference, meaning any accounting elements already entered will be overwritten by the Function and changing fields inferred by Function is not allowed.
Fund (FUND)	The Chart of Accounts element that represents a self-balancing set of accounts.
Fund Accounting	The Chart of Accounts view that measures funds and general ledger accounts. Fund accounting comprises elements such as fund, Department, appropriation unit, revenue source, object of expenditure, and balance sheet account.
Future Document Triggering	Allows users to set up, maintain, and trigger the creation of documents in the future on a user-defined frequency.
Grid	A list of records displayed in a table format. Up to 10 records are typically displayed at one time.
Inferred	Values that are automatically populated based on previous entries in the system.
Inquiries	Display summary and detailed information from successfully processed documents, for viewing only.
Invoice	A form requesting payment for a specific receivable.
Invoice Generation	The offline process that produces invoice forms and the invoice register.
Jump To	Used to navigate directly to a specified page within AFIS.
Page Search	Used to find and navigate to any page in AFIS.
Parent	Also referred to as the Headquarters account, the parent is set up on the VCUST table. The Headquarters or parent represents the legal entity or ownership entity of an organization. Multiple vendors or customers can be associated with one parent.
Past Due Invoice or Statement	A notice informing a customer of a past due balance.
Past Due Receivable	An amount that has not been liquidated by the due date.
Phase	A point in time within the document processing lifecycle. Common phases are Draft, Pending, and Final.
Posting Code (PSCD)	A code associated with instructions that tell AFIS what debits and credits to create against a given budget. Debits and credits post to various accounting journals and ledgers (summaries of journals) for tracking purposes and reporting.
Posting Line	The component of a document with the most detailed accounting information. It is a common source of information used to update most of the system.
Receivable (RE, CARE or RETRI) document	An RE is an Accounts Receivable document used to bill external customers for goods or services. It is an accounting transaction that triggers the billing process and tracks receivable events to recognize that money earned now will be received in the future. CARE and RETRI documents are an Accounts Receivable document with all of the fields of an RE document, but set apart specifically for Cost Accounting or TRIRIGA related billing, respectively.
Reference Tables	Used to store information within AFIS.

Term	Description
Secondary Navigation Panel	A menu that changes depending on what type of page the user is on. The Home Page includes standard options and access to History and Favorites. Multi-page tables include menus to navigate through sections of a table. Documents include menus to navigate through sections and features of a document.
State Treasurer – Treasury Adjustment (STADJ) document	The State Treasurer – Treasury Adjustment Clearing (DADJ) document is used by the Treasurer's Office to record cash adjustments to the agency, relating to Unfavorable/Favorable Deposit Adjustments, NSFs or Unfavorable/Favorable Credit Card Adjustments.
Statement	A form reflecting the status of a customer account and requesting payment for due amounts.
Statement Generation	The offline process that produces statement forms and the statement register.
System Options (SOPT)	A table that provides a set of characteristics that guide budget and accounting activities. Each control or option that is set on SOPT is associated with a business rule that drives events and actions throughout AFIS.
TRIRIGA System	Statewide application used by the State of Arizona for Facilities Management.
Vendor Code	The unique identifier assigned to the vendor. A vendor can also be a customer, allowing users to enter information only one time when a contact is both a vendor (payable) and a customer (receivable). Unique address types for payable and receivables are required in order to pay the vendor or bill the customer.
Vendor/Customer (VCUST) table	The primary repository for vendor and customer information. Records may be defined for use as a vendor, a customer, or both. Records are added to this table through a Vendor Customer Creation (VCC) based document and modified through a Vendor Customer Modification (VCM) based document. Multiple VCC & VCM based documents are available depending on the user establishing the vendor or customer.
Workflow	An online routing and approval process.
Write-Off (WO or WOAGA) document	The Write-Off (WO) document allows you to process a transaction to write-off receivable or collection documents in AFIS that are deemed uncollectible, upon approval in AFIS from the Attorney General's Office and the General Accounting Office. A WOAGA document is an Accounts Receivable document with all of the fields of a WO document, but set a part for use by the Attorney General's Office to initiate the write-off, for those accounts that have been referred to their Office for collections.

LIST OF ACRONYMS

Table 2 lists the acronyms used in this guide.

Table 2: Acronyms

Acronym	Definition
ACTPL	Accounting Template
AFIS	Arizona Financial Information System
APYCRBAL	Apply Credit Balance
AR	Accounts Receivable
BILLR	Billing Rate
BINST	Billing Instructions
BPRO	Billing Profile
BSA	Balance Sheet Account
CA	Cost Allocation
CACT	Customer Account Options
CARE	Cost Accounting Receivable
CBALDQ	Cash Balance Detail Query
CL	Referral to Collection Agency
COA	Chart of Accounts
COLL	Collection Letter
COLLA	Collection Agency Agreement
COLLC	Collection Control
COLLR	Pending Referral to Collection Agency
CNTAC	Contact
CACR	Cost Accounting Cash Receipt
CR	Cash Receipt
CRTRI	Cash Receipt – Real Estate
CRWP	Cash Receipt – Web Portal
CUSTA	Customer Account Information
CUSTS	Customer Information
DADJ	Department – Treasury Adjustment Clearing
DEPT	Department
DNGM	Dunning Message
EFT	Electronic Funds Transfer
FBALDQ	Fund Balance Detail Query
FCEG	Finance Charge Eligibility
FDT	Future Document Triggering
FNCHG	Finance Charge Setup
INVHS	Invoice Print History
INVQ	Invoice
JACTG	Accounting Journal
JLBC	Joint Legislative Budget Committee
PPPHS	Payment Plan Print History
PPPT	Payment Plan Print

PSCHD	Payment Plan
RCBD	Reserved Credit Balance Table
RDET	Receivable History and Reference
RE	Receivable
RETRI	Receivable TRIRIGA document
REDCRBAL	Reduce Credit Balance
RESTA	Receivable Search
RSRC	Revenue Source
SOPT	System Options
SPEC	Special Accounts
STADJ	State Treasurer – Treasury Adjustment
STATD	Statement Detail
STMTHS	Statement Print History
STMTQ	Statement
UCBD	Unreserved Credit Balance Table
VCUST	Vendor Customer
WO	Write-Off
WOAGA	Write-Off Attorney General

1. Navigation Refresher

Learning Objectives

In this lesson, you will:

- Review the basic access and navigation of a reference table
- Review the basic access and navigation of documents using the Document Catalog
- Review the navigation tools and searching records within a query

Lesson Overview

As with any software, it is important that users understand how to navigate through various menus and features in order to complete tasks efficiently and accurately. AFIS uses a Web interface to display the types of application pages used to process financial information. This lesson reviews the navigation of AFIS as it pertains to Accounts Receivable – Billing and Collections by looking at reference tables, documents and queries that are used throughout this training guide. Understanding how to use these three types of pages is important, because it makes it easier for users to search for a particular type of page and navigate between them.

1.1. Navigation Review: Reference Table

Reference tables are used to store information within the system. The information in some of these reference tables can be created and modified by anyone with the required security permissions. All reference tables can be accessed through Page Search or Jump to field at the top of the screen. This example uses the Vendor/Customer (VCUST) reference table.

ACTIVITY 1.1

Navigate to the Vendor/Customer Reference Table

Scenario

You want to review the navigation features in AFIS. You will use Page Search to locate the Vendor/Customer (VCUST) reference table.

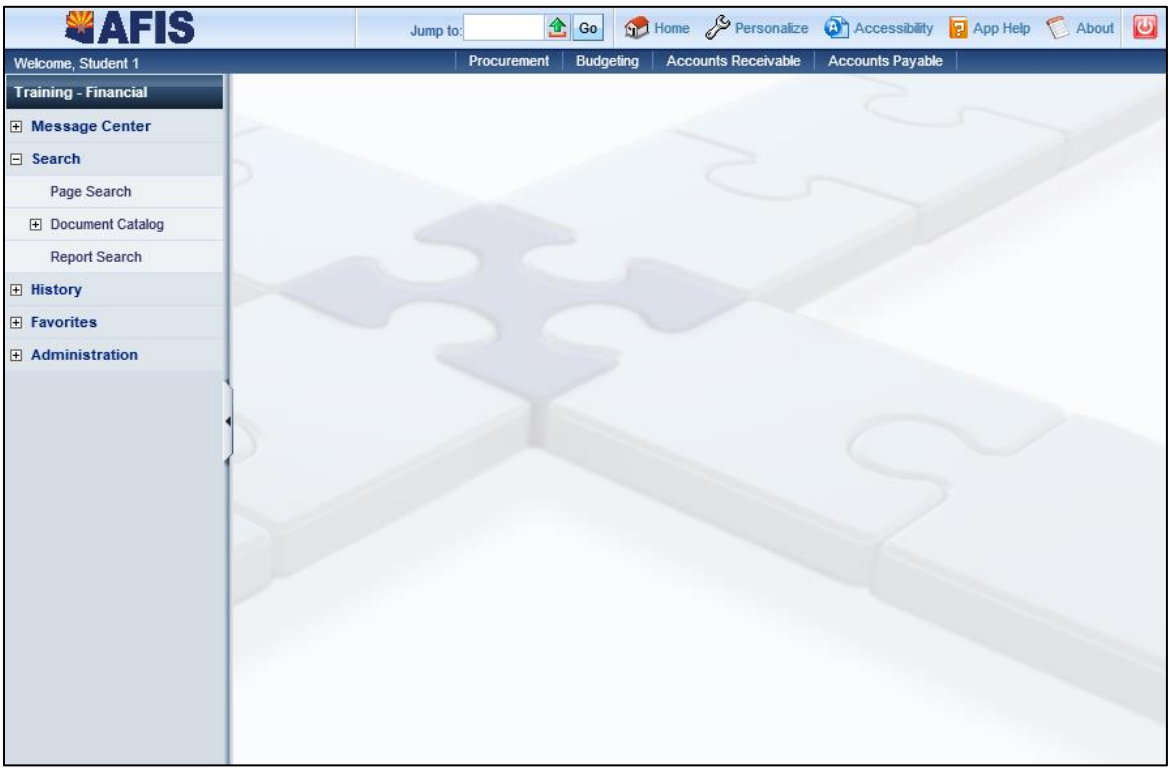
Setup

- ✓ User is logged into the AFIS Home Page.

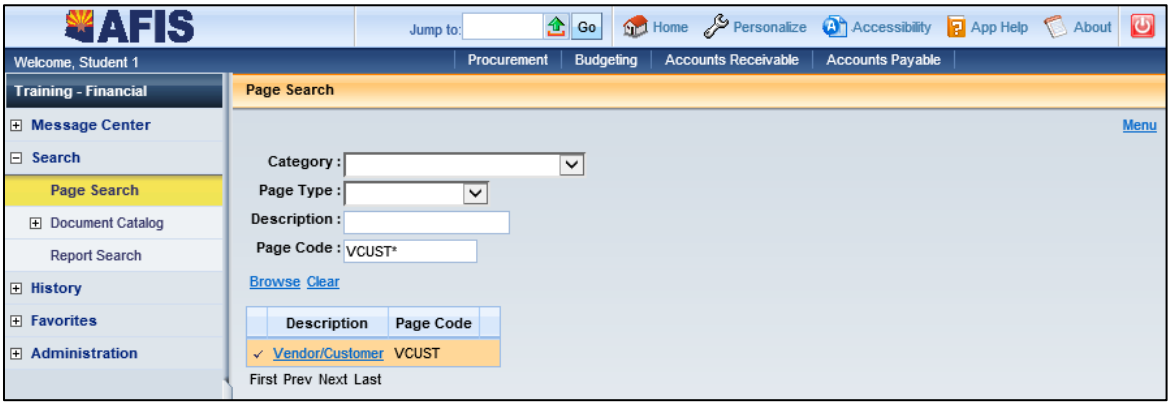
Steps

A. Navigate using Page Search.

1. In the Secondary Navigation Panel on the left, click **Search**.



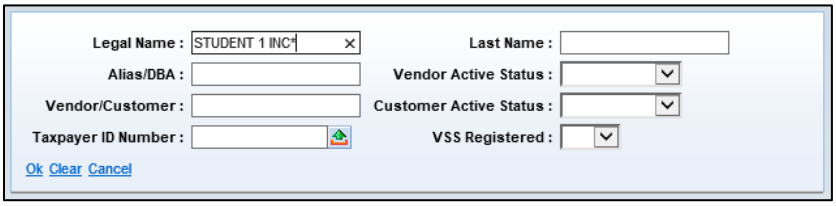
2. Click **Page Search**.
3. In the **Page Code** field, type ***VCUST***.
4. Click **Browse**.



5. In the list of reference tables that appears below the search fields, click ***Vendor/Customer***.

B. Navigate using the Search tool within a table.

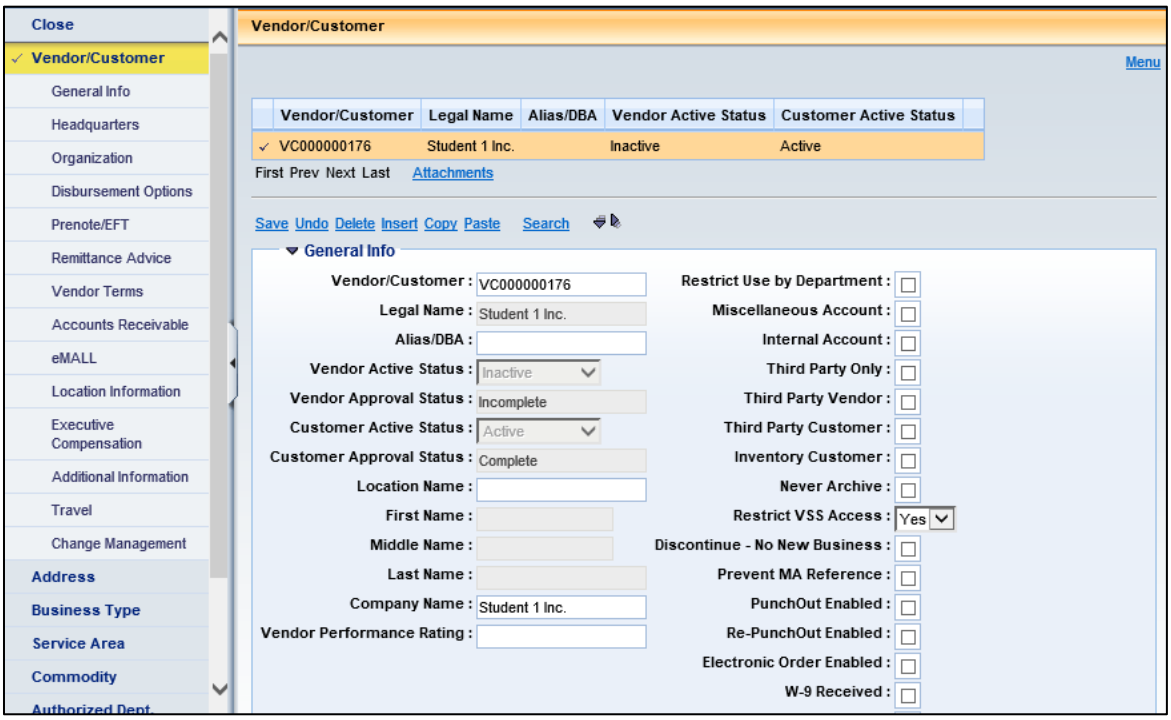
1. In the Search popup window, in the **Legal Name** field, enter the data from ***your student data card***.



2. Click **Ok**.

C. Explore the Vendor/Customer table.

1. Observe the information in the Vendor/Customer section, which contains tabs that group related fields.

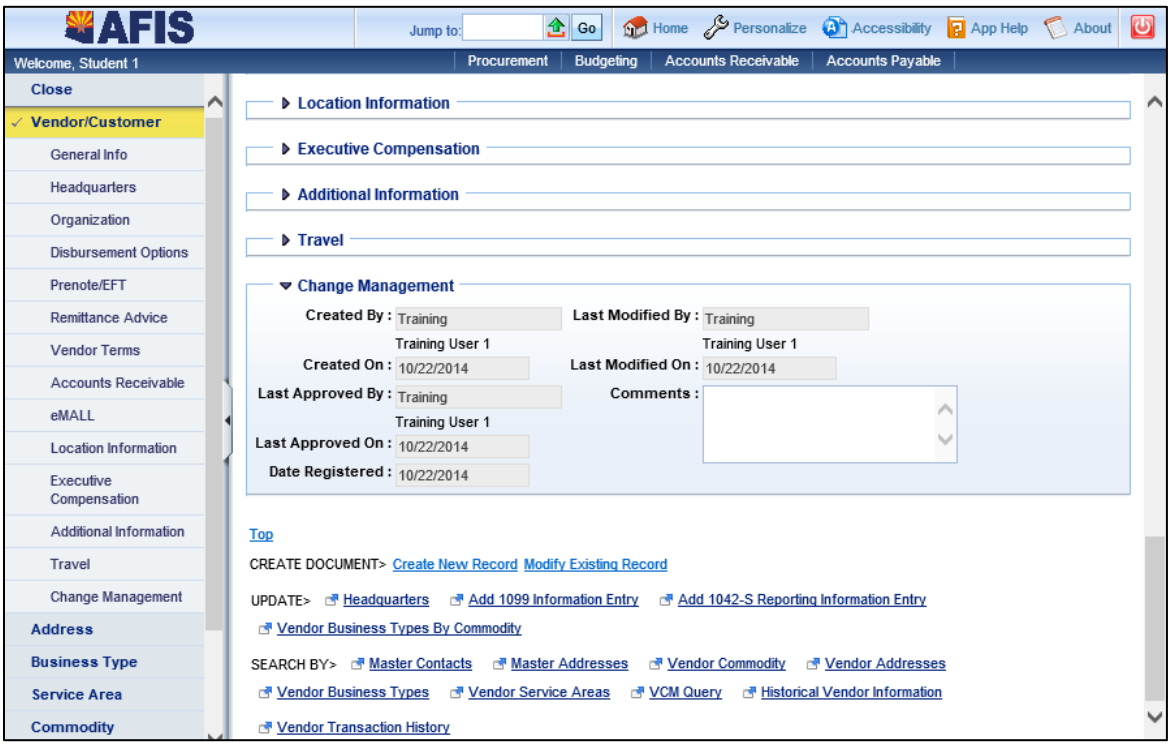


2. Observe the information in the General Info tab, which contains the identifiable information for the currently selected record in the table.
3. In the Secondary Navigation Panel, click **Disbursement Options**.
4. Observe the fields in the Disbursement Options tab of the Vendor/Customer section.

D. Explore the other sections of the Vendor/Customer table.

1. In the Secondary Navigation Panel, click **Address Information**.
2. Observe the fields in the **Address Information** tab.
3. In the Secondary Navigation Panel, click **Business Type**.

4. Observe the information in this section as well as in the Change Management tab.



5. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

1.2. Navigation Review: Document

The information stored in reference tables gets updated by documents. Some documents update the information on multiple tables. The Document Catalog is used to create documents and to search for documents based on Code, Department, Unit, or ID. It can also be searched by User Information using User ID (created by) and Date (created on), or by Document State using Function, Phase or Status fields. This example uses a Receivable (RE) document.

ACTIVITY 1.2

Navigate to a Receivable Document

Scenario

You want to review the navigation features in AFIS. You will use the Document Catalog to find a Receivable (RE) document.

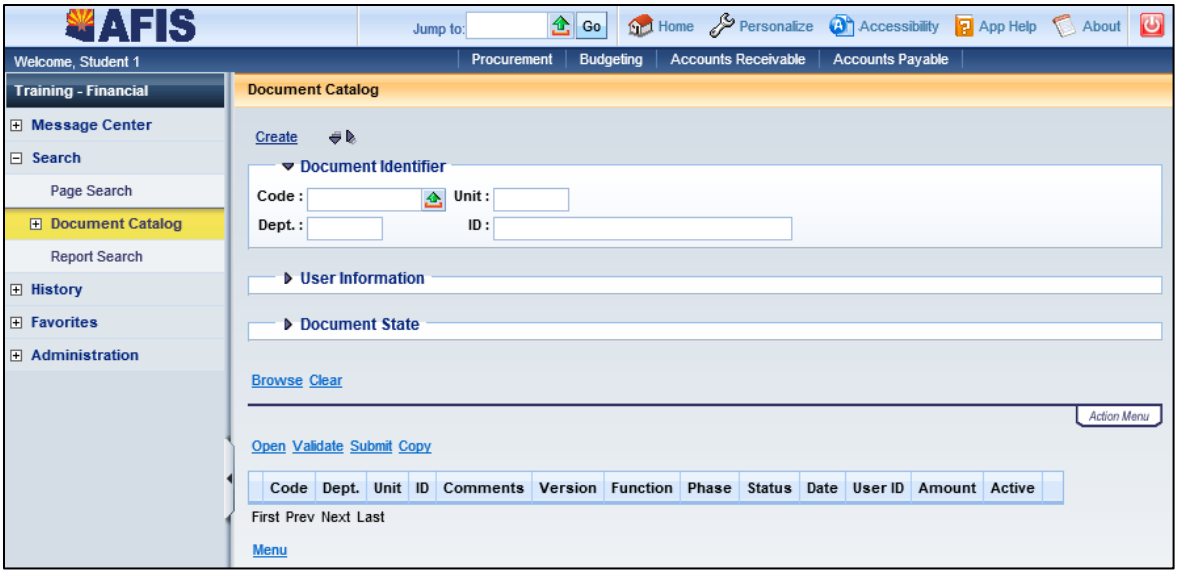
Setup

- ✓ User is logged in to the AFIS Home Page.

Steps

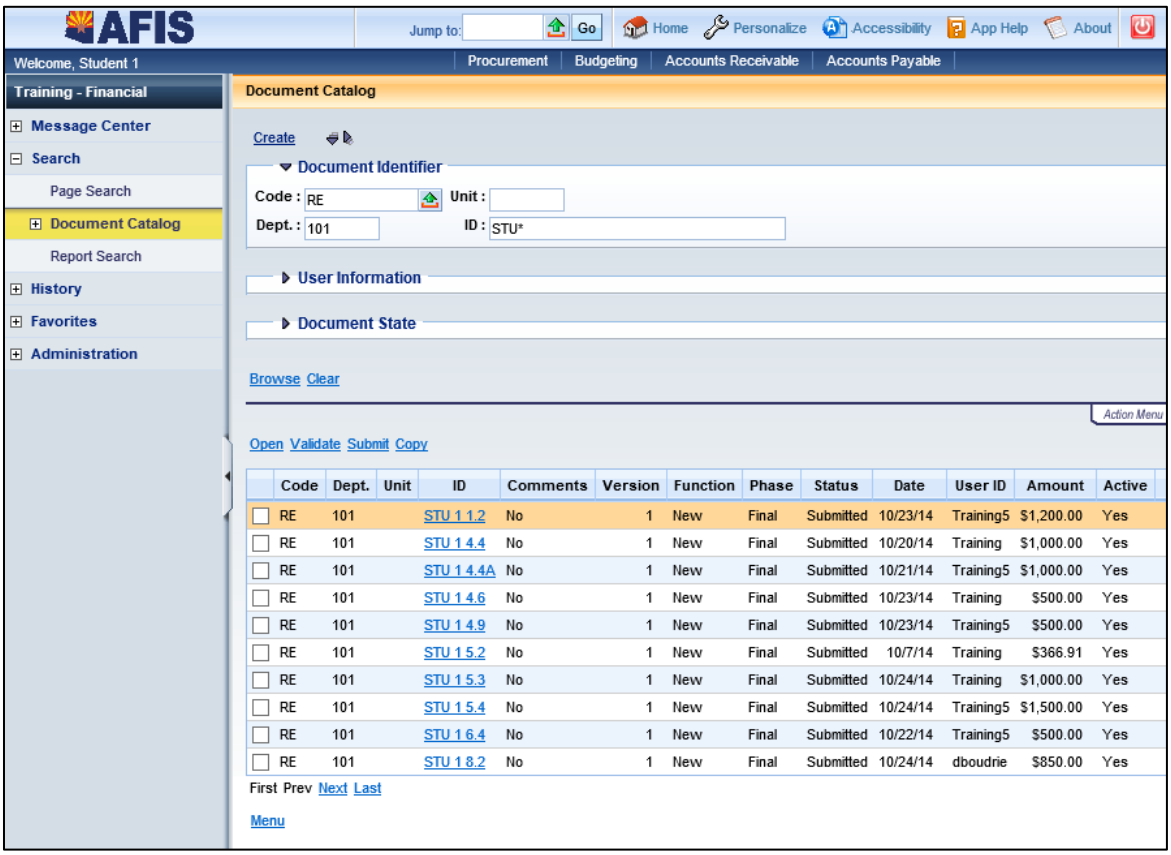
A. Navigate using the Document Catalog.

1. In the Secondary Navigation Panel on the left, click **Search**.
2. Click **Document Catalog**.

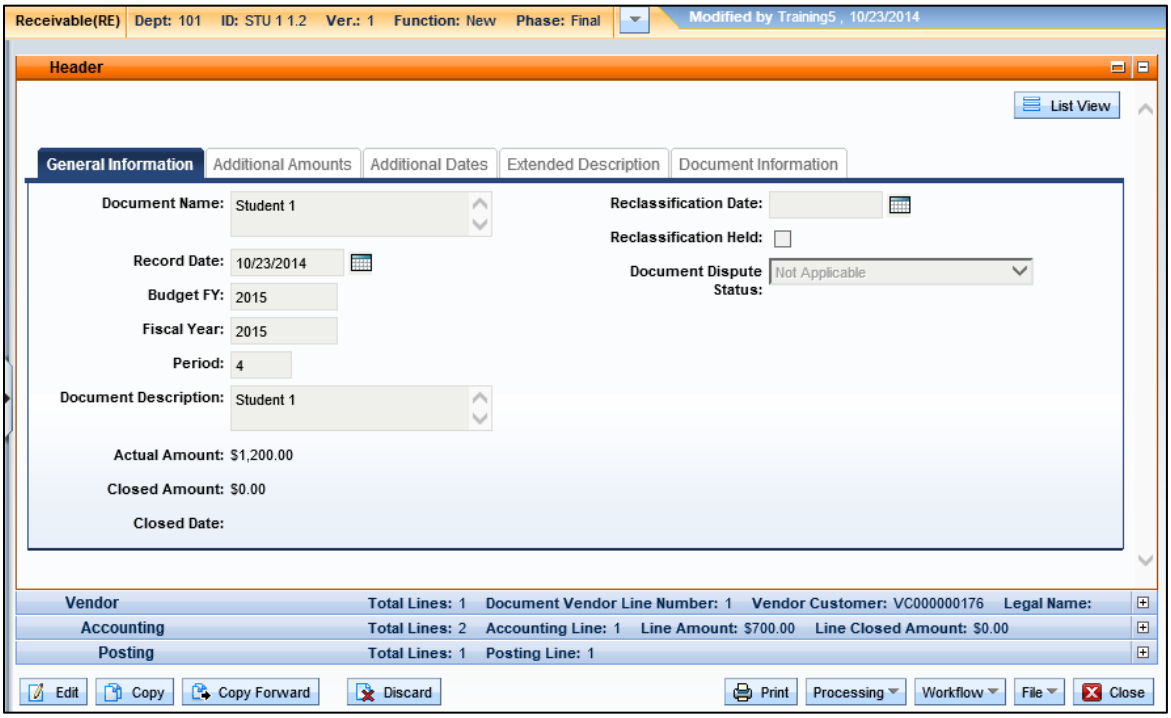


3. In the **Code** field, enter ***RE***.
4. In the **Dept.** field, enter the data from ***your student data card***.
5. In the **ID** field, enter the data from ***your student data card.***

6. Click **Browse**. The grid displays all RE documents in the system that match your field entries.



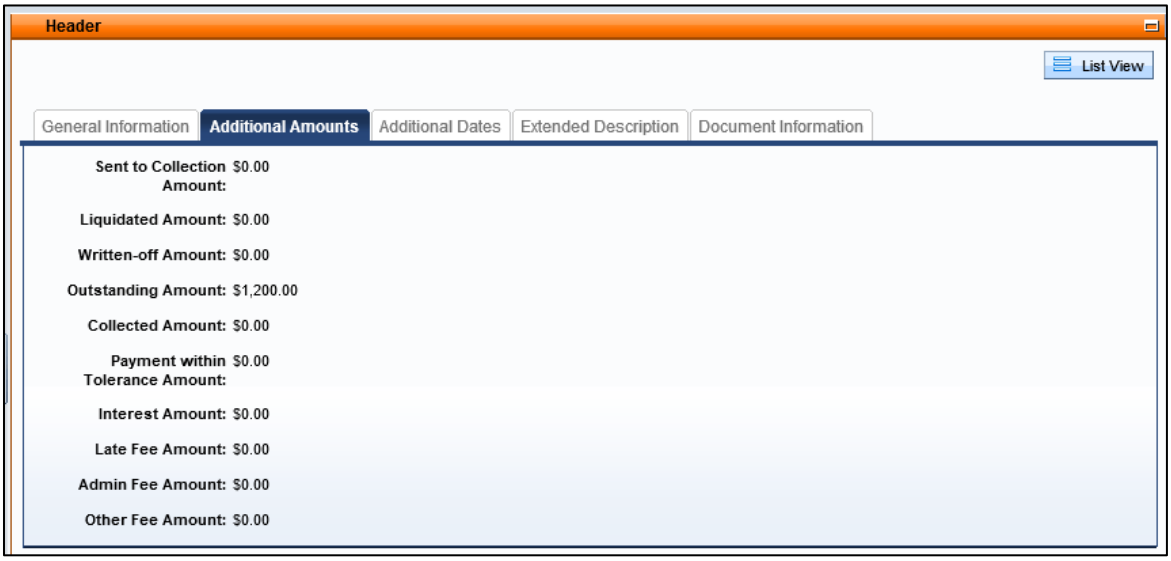
7. In the list of documents, in the first row, click the **ID** for the document.



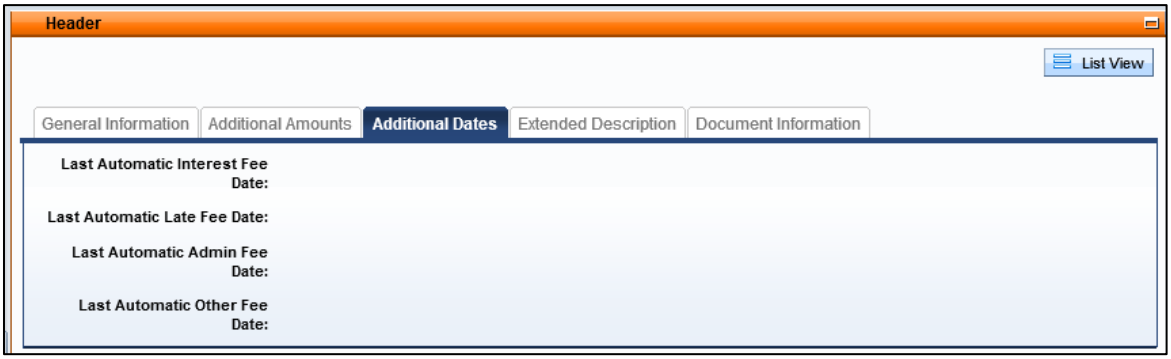
8. Observe the Receivable document window displays the four components, or sections, that together make up the document: the Header, Vendor, Accounting and Posting components.
9. Observe that the document information at the top of the screen includes Type, Dept, ID, Version, Function, and Phase, as well as the document menu button.
10. Observe the Action buttons at the bottom of the document.

B. Explore the Header component of the document.

1. Observe the fields on the General Information tab.
2. Click the **Additional Amounts** tab.



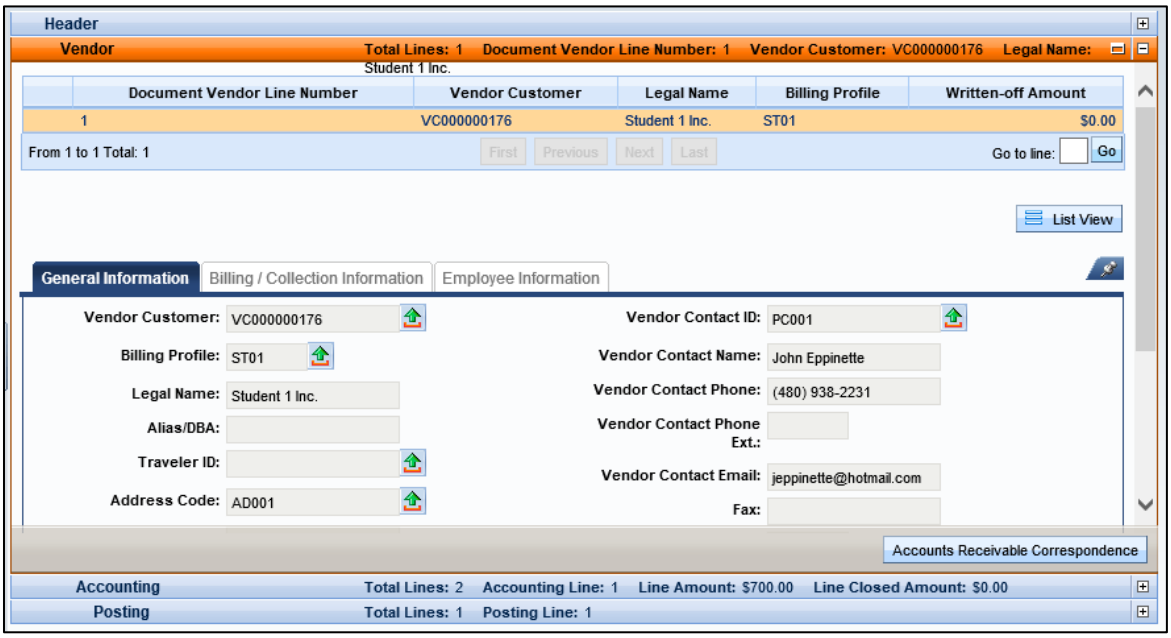
3. Observe the information displayed on the Additional Amounts tab.
4. Click the **Additional Dates** tab.



5. Observe the information on the Additional Dates tab.

C. Explore the Vendor component of the document.

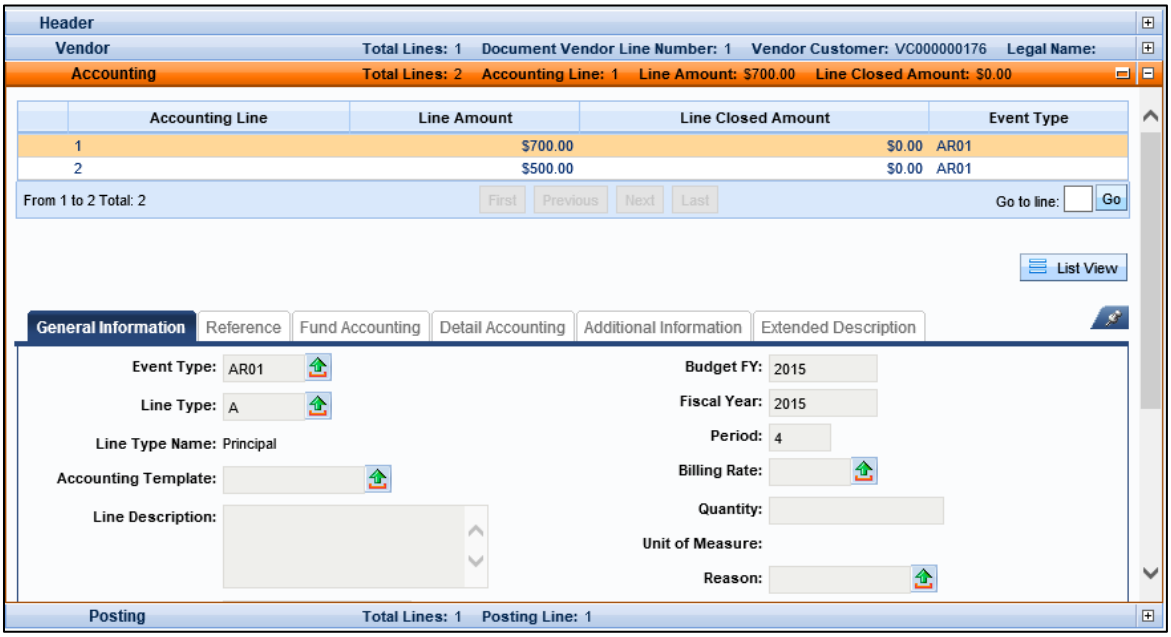
1. At the bottom of the page, click the **Vendor** component to display it.
2. Observe the lines at the top of the section, and the fields on the General Information tab.



3. Click the **Billing/Collection Information** tab.
4. Observe the fields on the Billing/Collection tab.

D. Explore the Accounting component of the document.

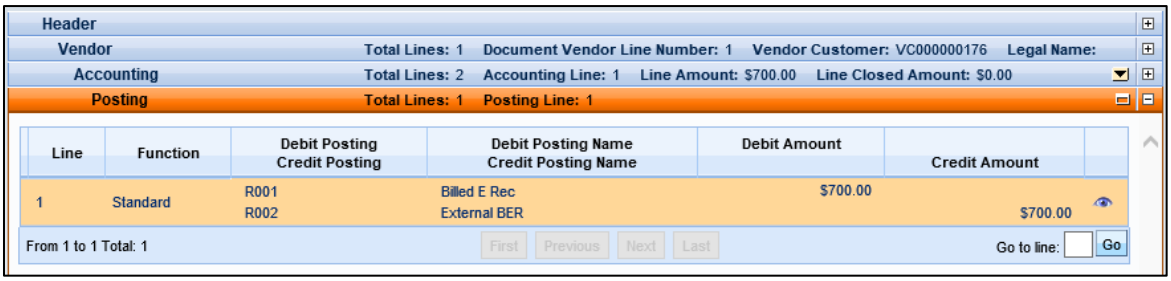
1. At the bottom of the page, click the **Accounting** component to display it.
2. Observe the lines at the top of the section and the fields on the General Information tab.



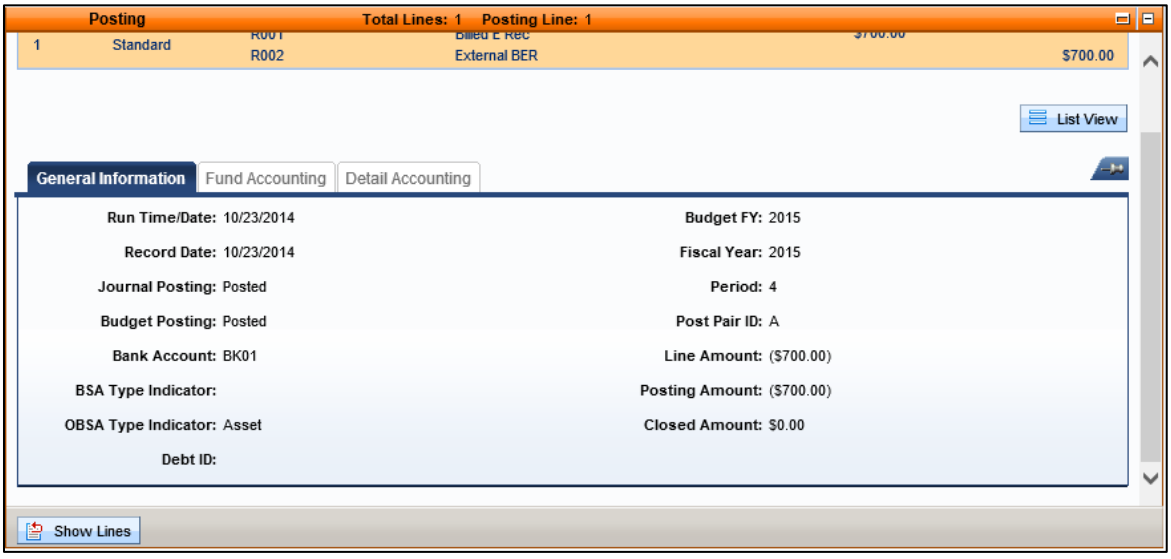
3. Click the **Reference** tab.
4. Observe the fields on the Reference tab.
5. Click the **Fund Accounting** tab.
6. Observe the fields for Chart of Accounts elements on the Fund Accounting tab.
7. Click the **Detail Accounting** tab.
8. Observe the fields on the Detail Accounting tab.
9. Click the **Additional Information** tab.
10. Observe the information displayed on the Additional Information tab.

E. Explore the Posting component of the document.

1. At the bottom of the page, click the **Posting** component to display it.



2. Observe the debit and credit information on the Posting line.
3. Click the **Show Details** (Eye) icon for the line at the right side of the screen.
4. Observe the General Information, Fund Accounting, and Detail Accounting tabs that are displayed.



5. At the bottom of the page, on the left side of the screen click **Show Lines**. The Details are no longer displayed.
6. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

1.3. Navigation Review: Query Page

The information that documents update in tables can be looked up by performing a query and certain tables are designed for this purpose. For example, customer account information and balances can be researched using the Customer Account Information (CUSTA) query page. One way to quickly access the CUSTA query page is to type ***CUSTA*** into the Jump to field in the Primary Navigation Panel.

ACTIVITY 1.3

Navigate to the Customer Account Information Query Page

Scenario

You want to review the navigation features in AFIS. You will use the Jump to field to navigate to the Customer Account Information (CUSTA) query page.

Setup

- ✓ User is logged into the AFIS Home Page.

Steps

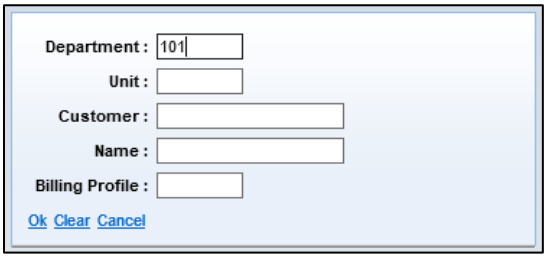
A. Navigate using the Jump to field.

1. In the Primary Navigation Panel, in the **Jump to** field, enter ***CUSTA***.

2. Click **Go**. The Customer Account Information query page opens along with a Search popup window.

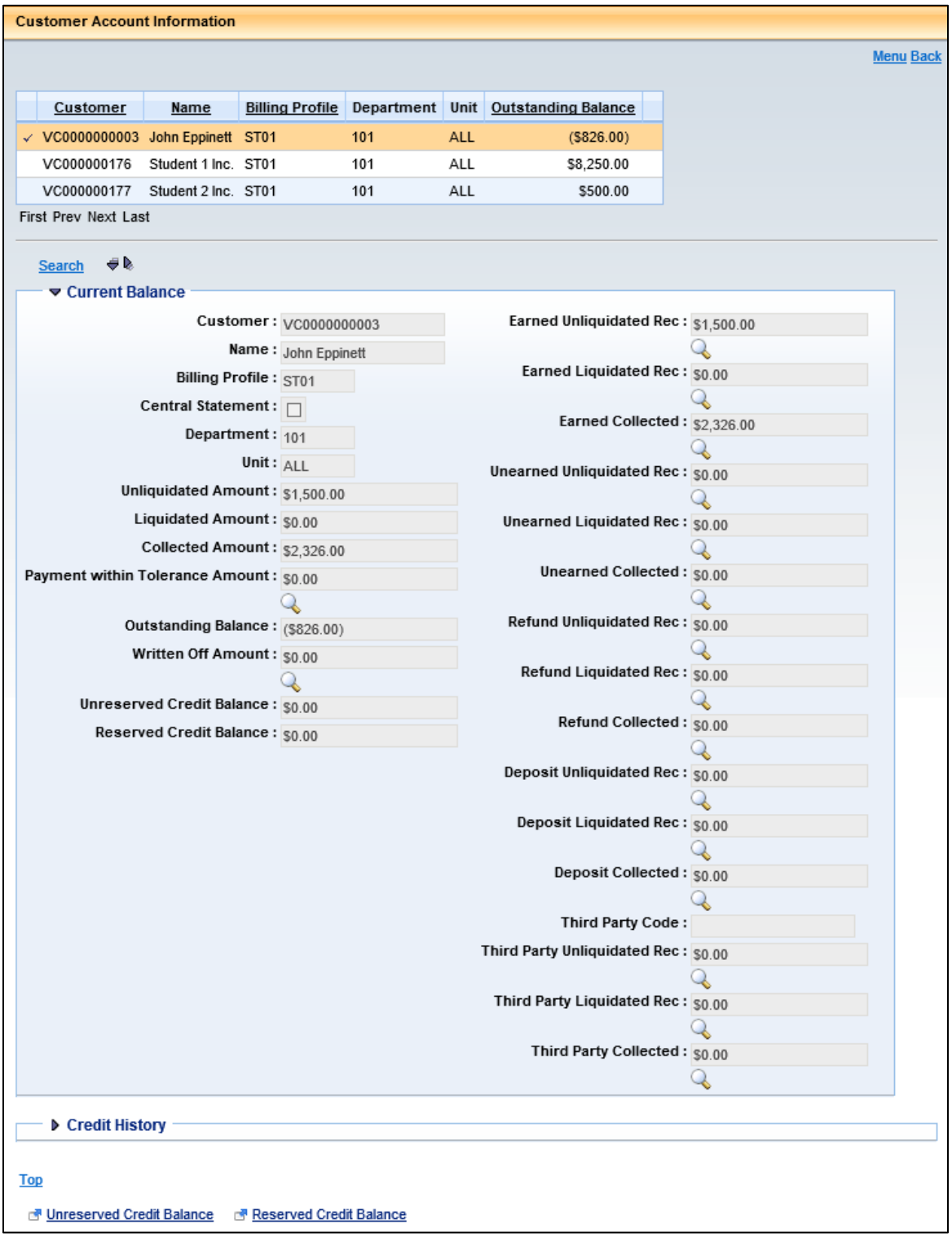
B. Search for a record and explore the Customer Account Information page.

1. In the Search window, in the **Department** field, enter the data from ***your student data card***.



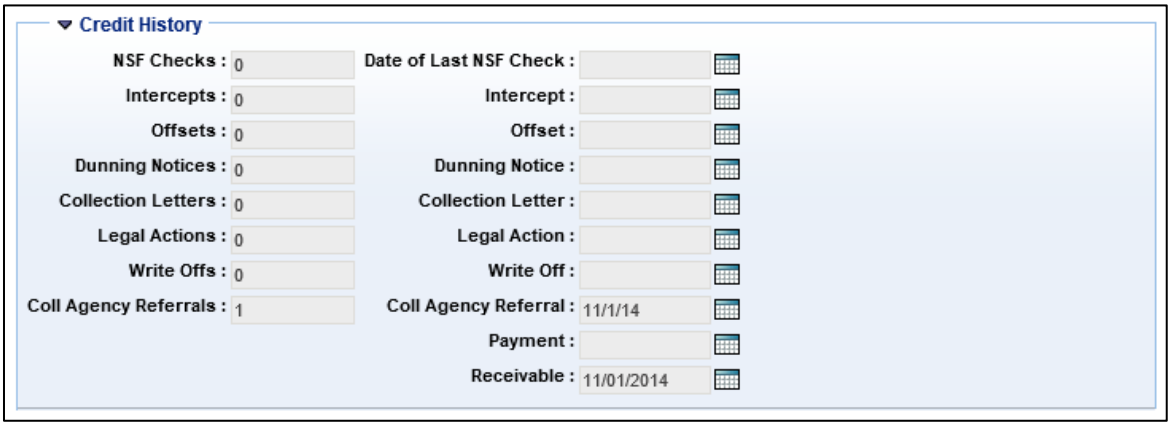
2. Click **Ok**.

3. Observe that the grid displays the list of customer accounts.



4. Observe the navigation links below the grid for First, Prev, Next, and Last.
5. Click a row in the grid to display the details of the selected account in the scalar.

6. Observe the information in the Current Balance section, including the Outstanding Balance amount.
7. Click **Credit History** to expand that section.



8. Observe the links to other query pages, Unreserved Credit Balance, and Reserved Credit Balance at the bottom of the Customer Account Information page.
9. Click **Home** in the Primary Navigation Panel to return to the Home Page.

Lesson Summary

This lesson reviewed the basic navigation tools and methods that will be used throughout this training guide. The Jump to feature can be used to go right to a certain page or table. The Page Search and Document Catalog can also be used to search for specific table or document within the system.

2. Overview of Accounts Receivable

Learning Objectives

In this lesson, you will:

- Review the Accounts Receivable lifecycle
- Examine the Customer Setup process
- Identify the Accounts Receivable Event Types
- Identify the Accounts Receivable Inquiry Pages

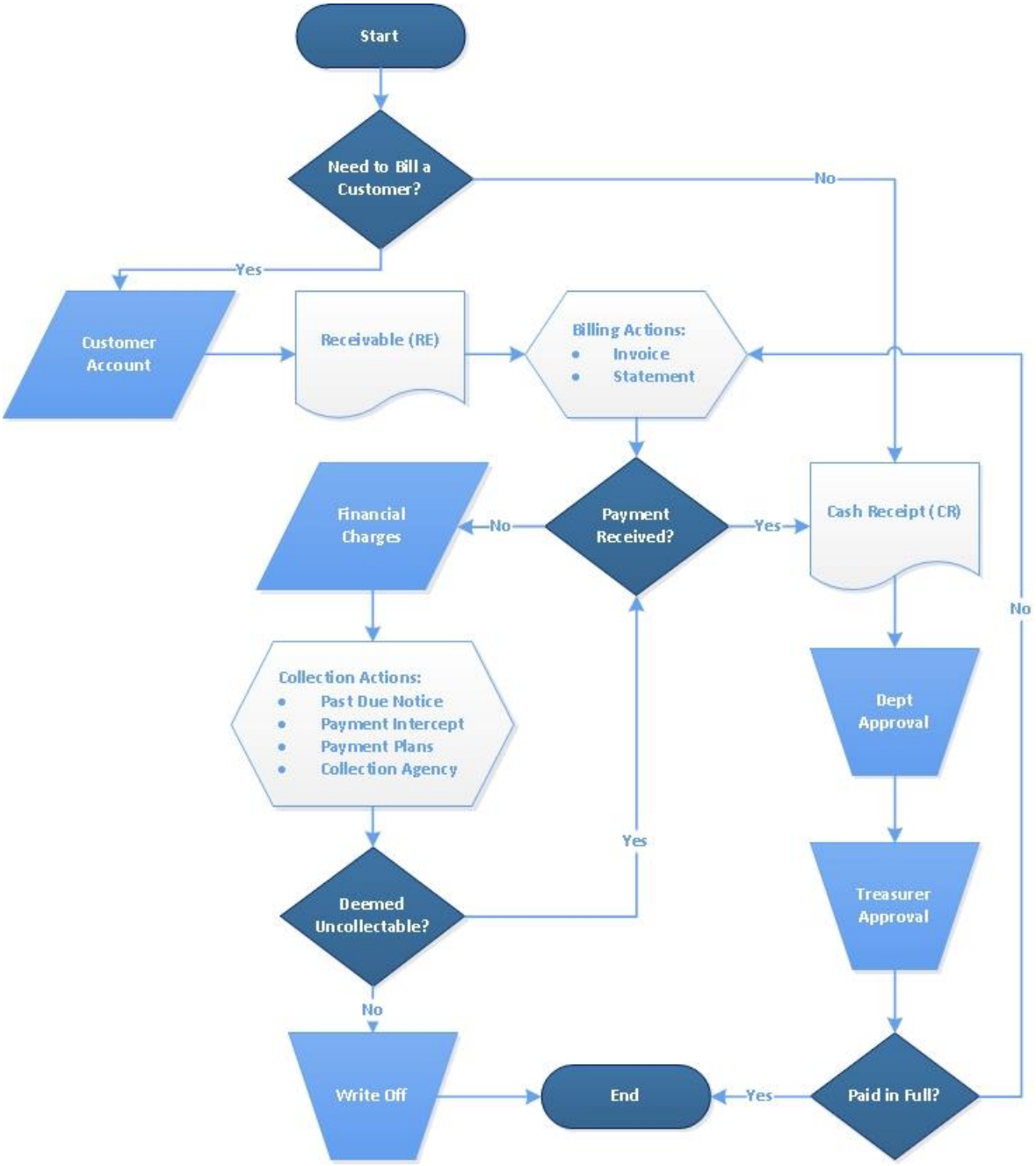
Lesson Overview

The Accounts Receivable (AR) processes in AFIS cover the billing of customers for goods or services rendered, processing collection activities, and recording the receipt of money owed. The focus of this course is the management of Receivables owed to the State. Revenue is recognized at the time goods and services are provided by creating a Receivable. AFIS records revenue and receivable information using Receivable (RE) document. Alternatively, there are options to bill for unearned revenue. This lesson will provide an overview of the Accounts Receivable business area including a review of the Accounts Receivable lifecycle, the setup of customers and customer accounts, and the event types and inquiry pages that are available to Accounts Receivable users.

2.1. Accounts Receivable Lifecycle

The Accounts Receivable lifecycle, as shown in Figure 1 below, generally begins with the need to bill a State customer. A Receivable is an accounting event created in AFIS to trigger the billing for goods or services provided or in anticipation of the receipt of money. Accounts Receivable generates invoices, statements, or both, to bill customers. When a payment is received, a Cash Receipt records the collection of money. If no payment is received, finance charges may apply. Receivables can be modified, reduced, referred to collections, or written off.

Figure 1: Accounts Receivable Lifecycle

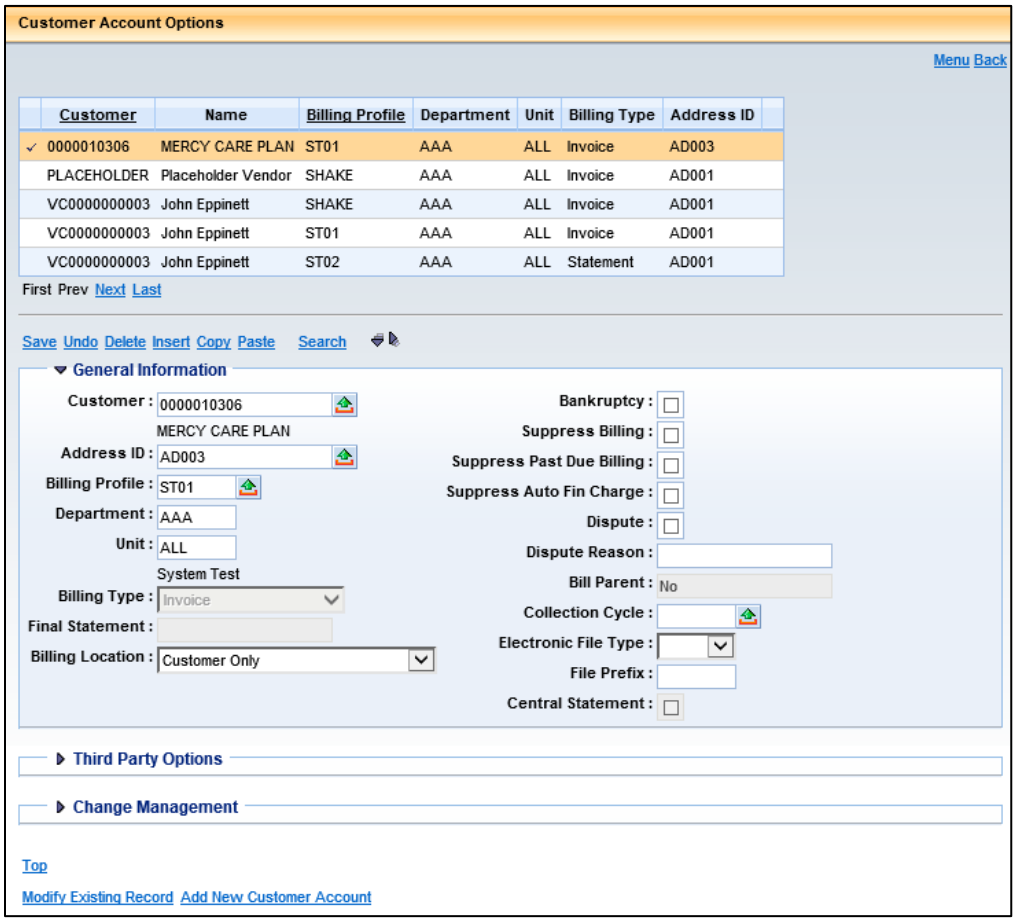


2.2. Customer Setup

Customers are individuals or business entities that purchase goods or services from the State of Arizona. Customer Accounts are determined by the combination of a Customer (Vendor/Customer) code and a Billing Profile code. Customer records are created and added to the VCUST table by using the VCC based documents. Once a Customer record has been created, a Customer Account is created by using the Customer Account Options table.

Customer Account Options

The Customer Account Options (CACT) table is used to establish and maintain billing options for customers. On the CACT table, users can view which Billing Profile codes have been assigned to each Customer code. One Customer code may have more than one customer account because multiple Billing Profile codes can be assigned and each combination represents a unique Customer Account.



Customer Accounts can also be assigned to multiple Departments in AFIS by creating a Customer Account record for each Department that needs to use it. Records on the Customer Account Options table are created through a direct table update in the CACT table.

ACTIVITY 2.2

Review the Customer Account Options Table

Scenario

You want to look up Customer Accounts by Department and Billing Profile so you will use the Customer Account Options (CACT) table.

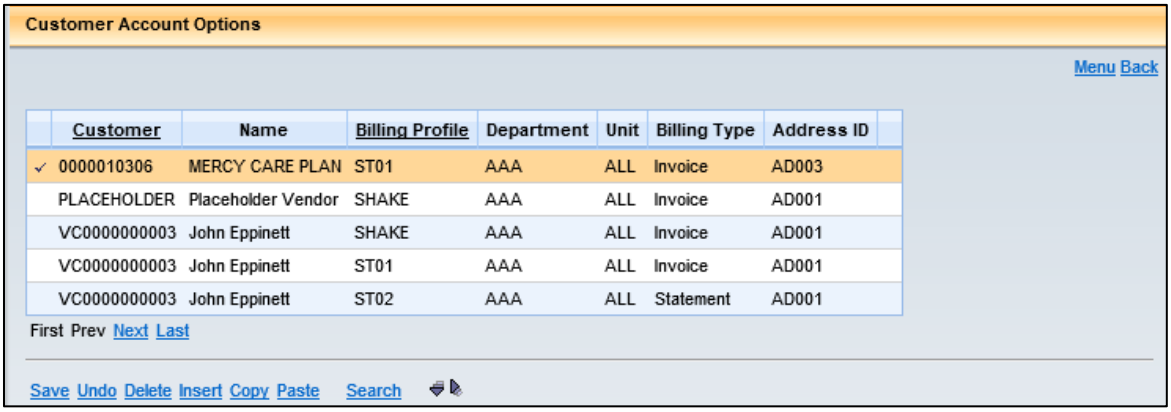
Setup

- ✓ User is logged into the AFIS Home Page.

Steps

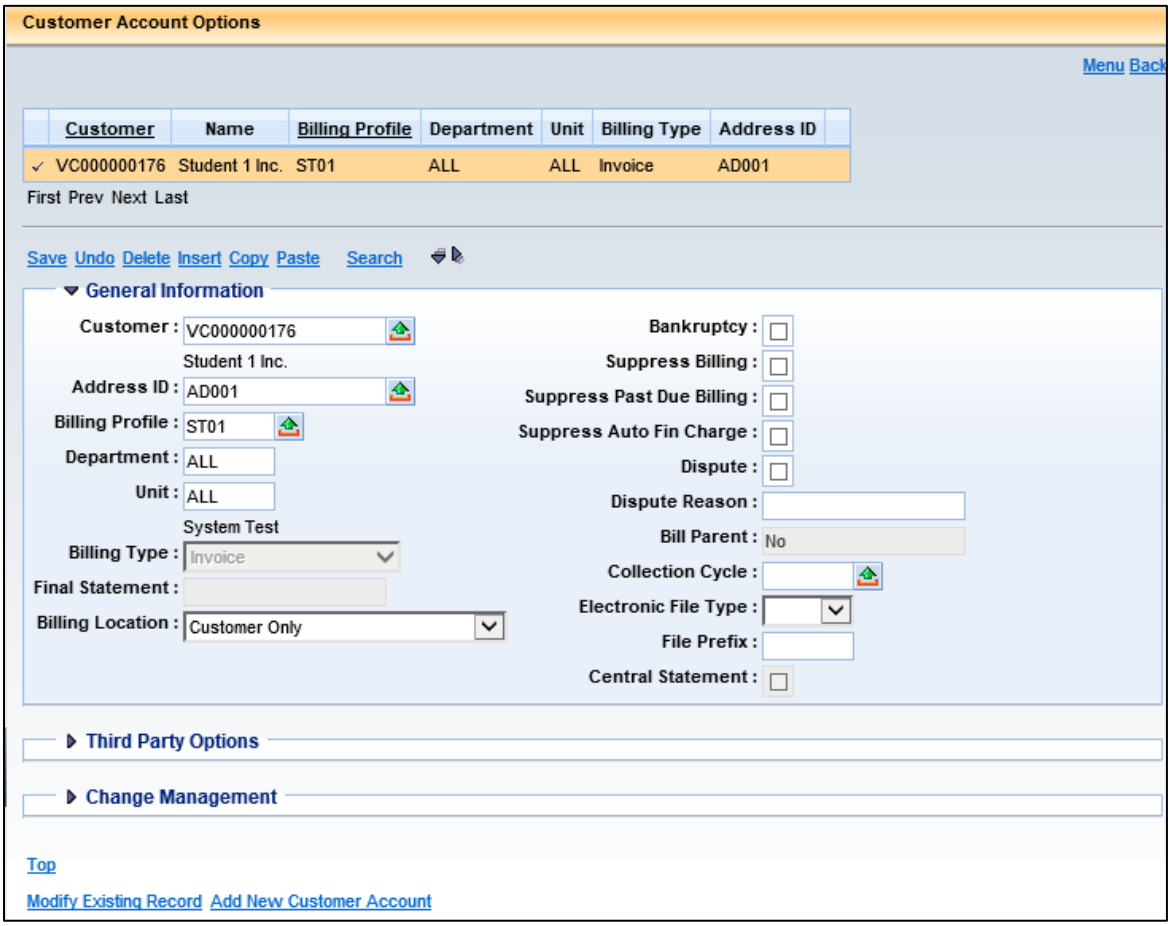
A. Navigate to the Customer Account Options table.

1. In the **Jump to** field, enter ***CACT***.
2. Click **Go**. The Customer Account Options table opens.



B. Explore the Customer Account Options table.

1. In the Customer Account Options table, click **Search**. The Search window opens.
2. In the Search window, in the **Customer** field, enter ***the Vendor/Customer ID from your student data card***.
3. Click **Ok**. The grid on the Customer Account Options table lists all of the Customer Accounts that have been created for that Customer code, by Billing Profile and by Department.



4. Observe the information in the General Information section for the first record.
5. When you are finished, click the **Home** in the Primary Navigation Panel to return to the Home Page.

2.3. Accounts Receivable Event Types

Event Types are codes used by the system that represent a business process. Event Types define data elements that must be entered on the accounting line, drive updates to vendor/customer account information tables, and drive the creation of posting lines. This topic identifies the Event Types used in Accounts Receivable.

Table 3 below lists the permitted Event Types used on the Accounts Receivable transaction documents. The possible Event Types vary by document code, and most document codes have a default Event Type that is used unless otherwise specified.

Table 3: Accounts Receivable Document Event Types

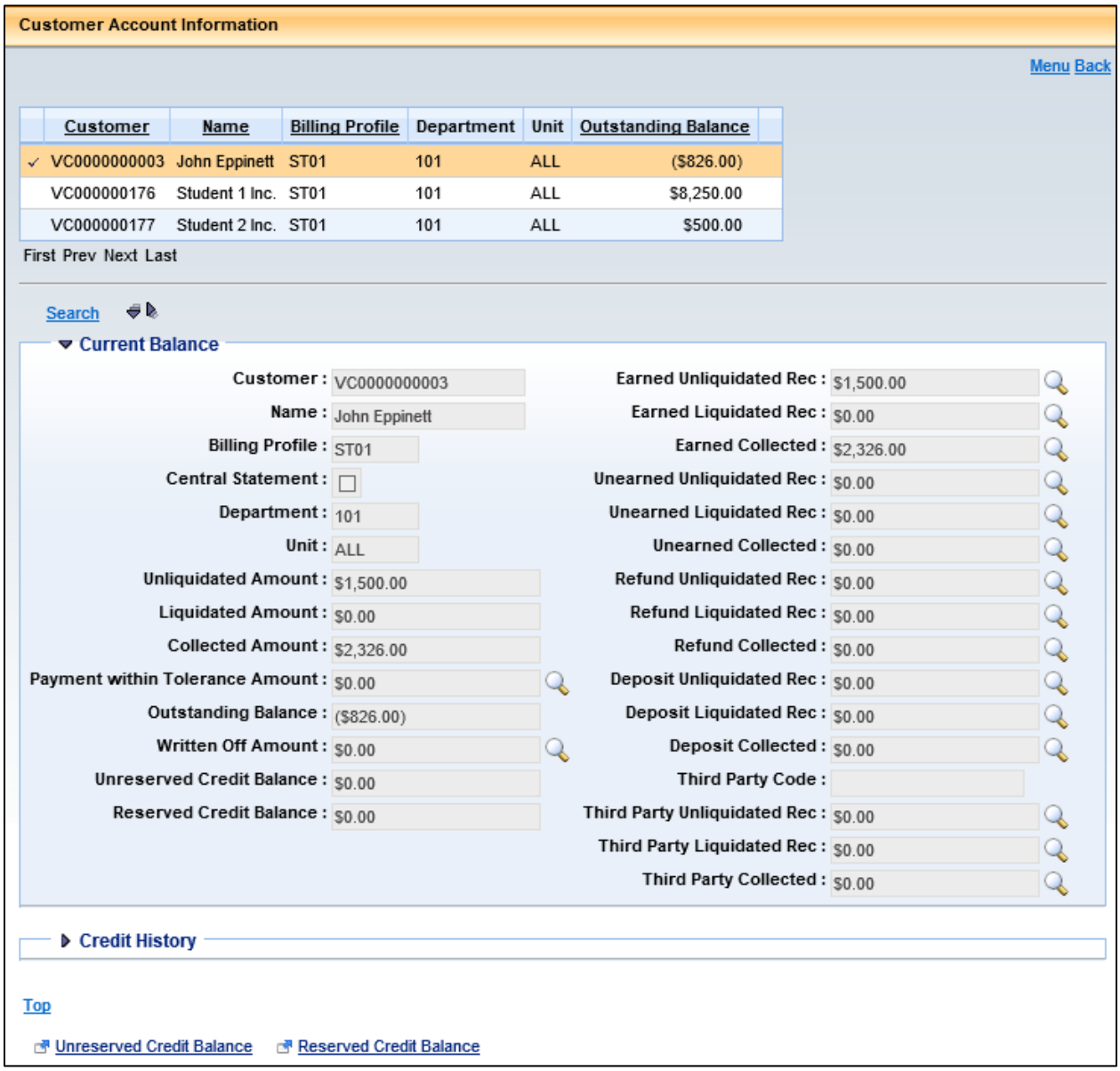
Document Code	Document Name	Event Type	Function
RE	Receivable	AR01 (default)	Bill Earned Revenue
		AR10	Bill Unearned Revenue
		AR31	Bill Vendor Refund- Non Budgetary
		AR50	Bill to Asset
		AR52	Bill to Liability
		LN34	Bill Loan Principal Repayment
		LS15	Bill Capital Lease Principal Payment
		LS16	Bill Capital Lease Interest Payment
		TR20	Bill for Return of Unused Travel Advance
RETRI	TRIRIGA Receivable	AR01 (default)	Bill Earned Revenue
		AR10	Bill Unearned Revenue
		AR31	Bill Vendor Refund – Non Budgetary
		AR50	Bill to Asset
		AR52	Bill to Liability

2.4. Accounts Receivable Inquiry Pages

Accounts Receivable documents update a number of inquiry tables. This topic reviews the tables and query pages that are used to research receivables and track customer status.

Customer Account Information (CUSTA) Table

Each customer account, with the exception of a miscellaneous customer account, tracks receivables, payments, and other financial information. The Customer Account Information (CUSTA) table is updated by Receivable (RE), Cash Receipt (CR), Referral to Collection Agency (CL) and Write-Off (WO) based documents. Records are distinguished on CUSTA using the specific field values on the document.



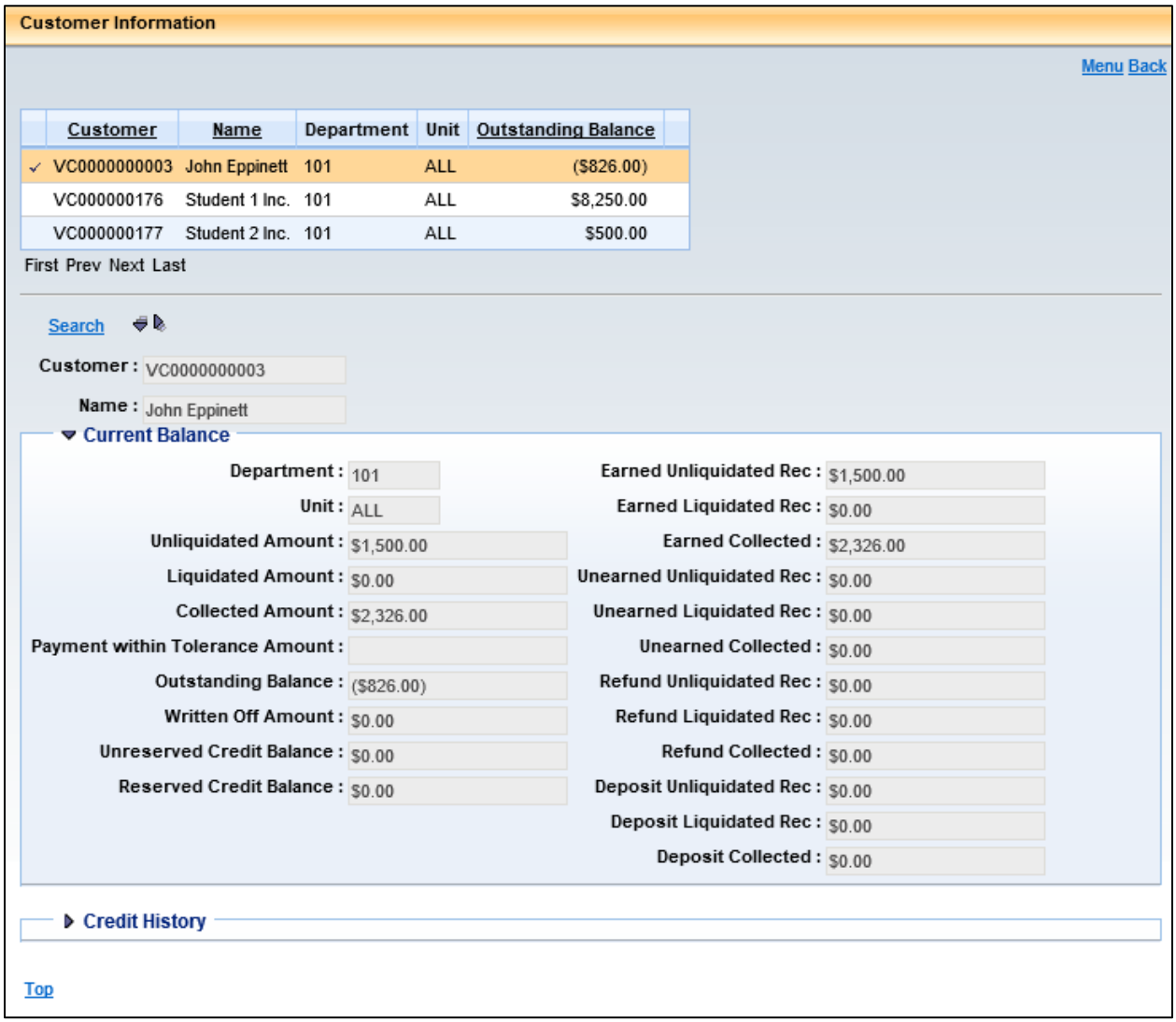
CUSTA tracks the outstanding balance owed by the customer in the Current Balance Section. Several fields are calculated to provide an overall perspective of the account.

The following fields on CUSTA are calculated to present the overall status of the customer account.

- **Un-liquidated Amount** – The total amount of unpaid bills
- **Liquidated Amount** – The total billed amount that has been paid
- **Collected Amount** – The total amount that has been paid, whether billed or not, not including advances and pre-payments
- **Outstanding Balance** – The total amount owed for the customer account. Calculated as the total amount billed, less all amounts collected that were billed (including advances and pre-payments)
- **Unreserved Credit Balance** – The total unreserved credit balance on the customer account caused by overpayments.
- **Reserved Credit Balance -** The total credit balance on the customer account that is designated for a special purpose.

Customer Information (CUSTS) Table

The Customer Information (CUSTS) table is updated by the same AR documents that update the CUSTA table. The difference is that the CUSTS table shows a customer's activity summarized across all of his/her billing profiles. The fields on CUSTS are the same as those in CUSTA.



Receivable History and Reference Query (RDET)

The Receivable History and Reference Query (RDET) displays all document activity related to an RE based document. When a cash receipt references an RE, it updates the RDET.

Lesson Summary

In this lesson, you:

- Reviewed the Accounts Receivable lifecycle
- Examined the Customer Setup process
- Identified the Accounts Receivable Event Types
- Identified the Accounts Receivable Inquiry Pages

Check Your Progress

1. The Receivable document requires a Treasurer's Office approval.
    a. True
    b. False

2. What table is used to link a customer with a billing profile to create a unique customer?
    a. Customer Account Options (CACT)
    b. Vendor/Customer (VCUST)
    c. Customer Activity (CUSTA)

3. The RDET page allows you to see the history and status of a particular receivable.
    a. True
    b. False

3. Accounts Receivable Configuration

Learning Objectives

In this lesson, you will:

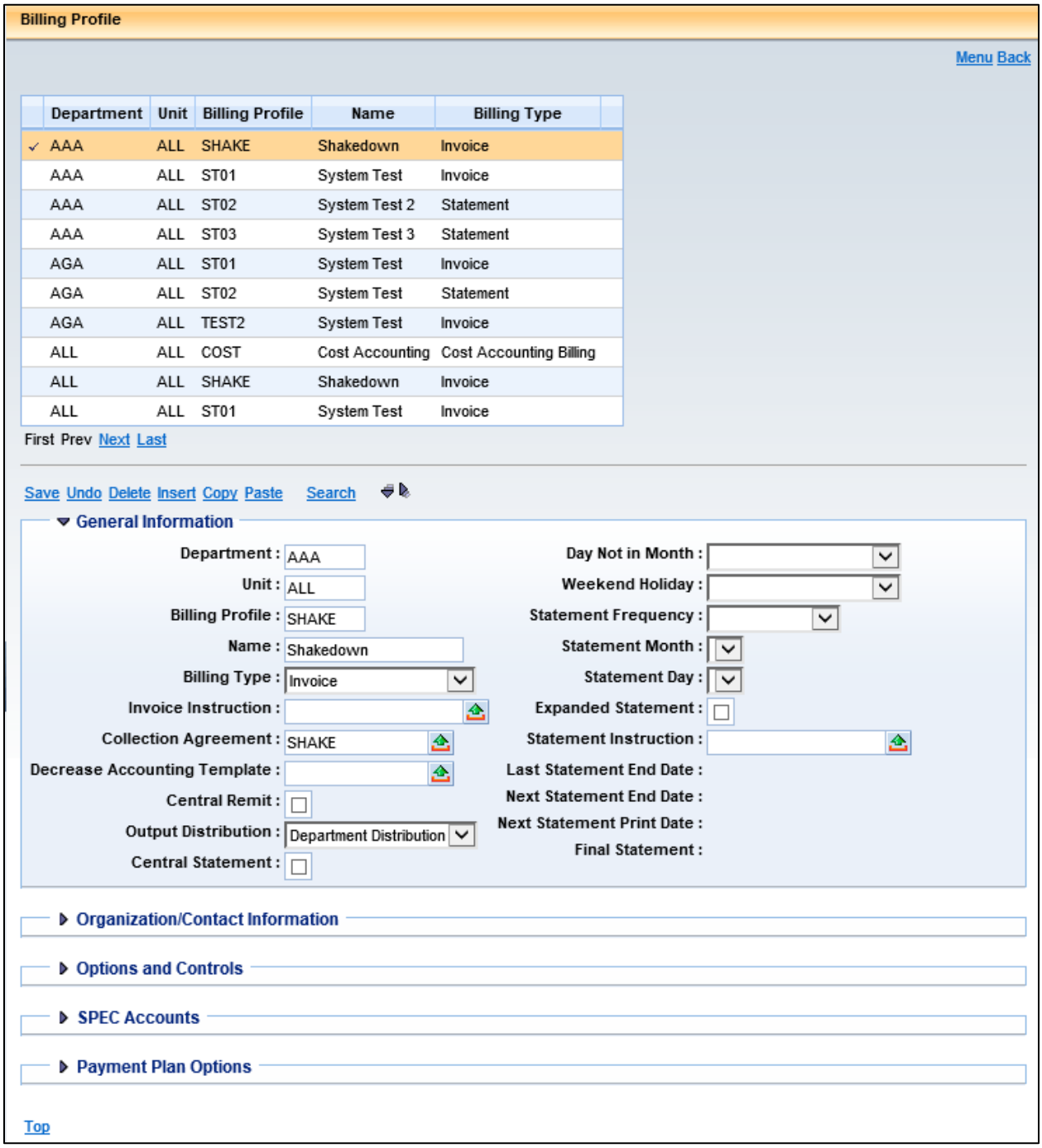
- Examine the Billing Profile table
- Review the Billing Instructions table
- Review the Finance Charge Eligibility table
- Review the Finance Charge Setup table
- Review the Billing Rates table
- Identify other tables used in Accounts Receivable collections

Lesson Overview

Proper configuration of the Accounts Receivable tables is extremely important to maintaining an accurate and efficient billing system. There are many tables in AFIS that work together to provide the structure that customer accounts depend on. This lesson examines the key tables for Customer Account and Billing configuration and their function in the Accounts Receivable business area.

3.1. Billing Profile

The Billing Profile (BPRO) table defines the basic characteristics of a customer bill. A single Billing Profile can be assigned to one or many customers. A Billing Profile and a customer code together constitute a customer account.



For example, the Billing Profile table allows users to specify:

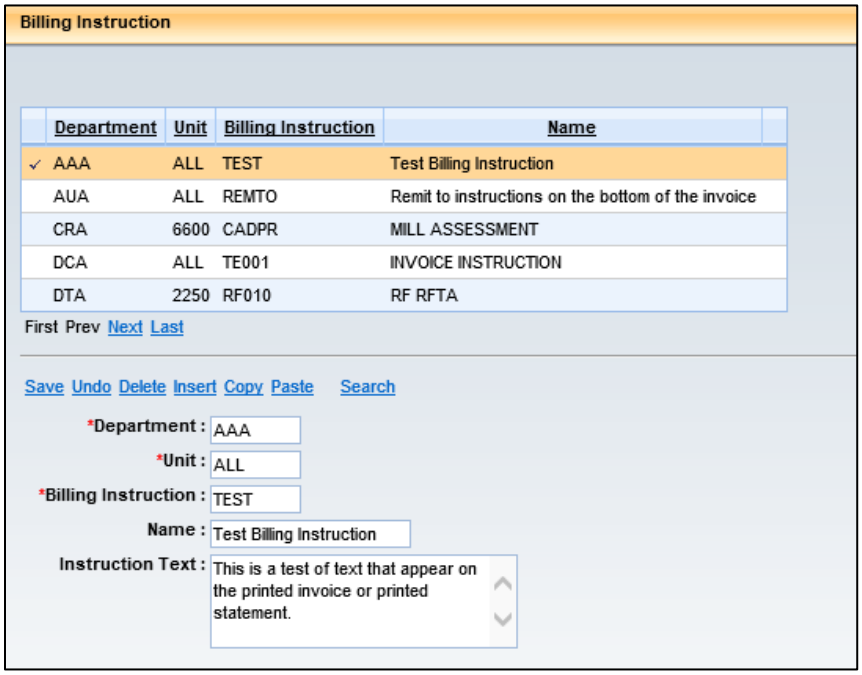
- **Bill Type** – Determines whether a customer receives an invoice, a statement, both, or no billing at all
- **Remit to** – Specifies the name and address that will be printed on the bill identifying where and to whom payments should be made
- **Output Distribution** – Specifies where each form will be routed after it has been printed
- **Organization/Contact Information** – Contains name, address and other related information to inform customer whom they should phone or email if they have questions about their bill

For statement customers, the Billing Profile allows users to define the Statement Frequency, Statement Day, Weekend/Holiday Exceptions, Special Instructions, and Expanded Statement options.

For invoice customers, users can define Special Instructions.

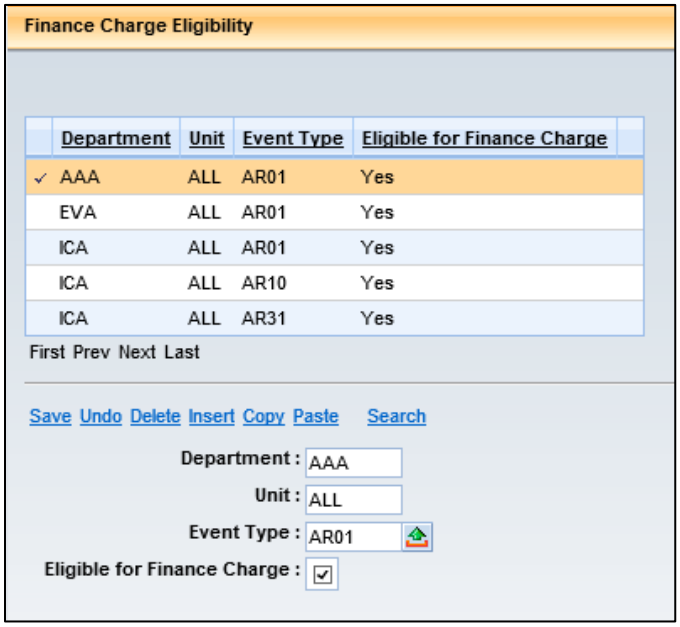
3.2. Billing Instructions

The Billing Instructions (BINST) table allows users to specify instructions that can be printed on the bill. Users must input information into the Billing Instructions table before it can be referenced on the Billing Profile table for particular customers.



3.3. Finance Charge Eligibility

The Finance Charge Eligibility (FCEG) table allows users to define whether AFIS is to assess finance charges for a particular Event Type through the automated Finance Charge Batch process. This setup is not necessary if finance charges will be manually applied. Changes to Finance Charge Eligibility records take effect immediately and do not apply retroactively to past finance charges.



3.4. Finance Charge Setup

Finance charges can be assessed automatically on delinquent receivables based on setup options specified on the Finance Charge Setup (FNCHG), System Options (SOPT), Billing Profile (BPRO), and Revenue Source (RSRC) tables. The finance charge process generates two types of fees:

- **Flat Fee** – A one-time or periodic penalty fee
- **Interest** – A variable fee which is calculated as a percentage of the outstanding amount and is charged periodically

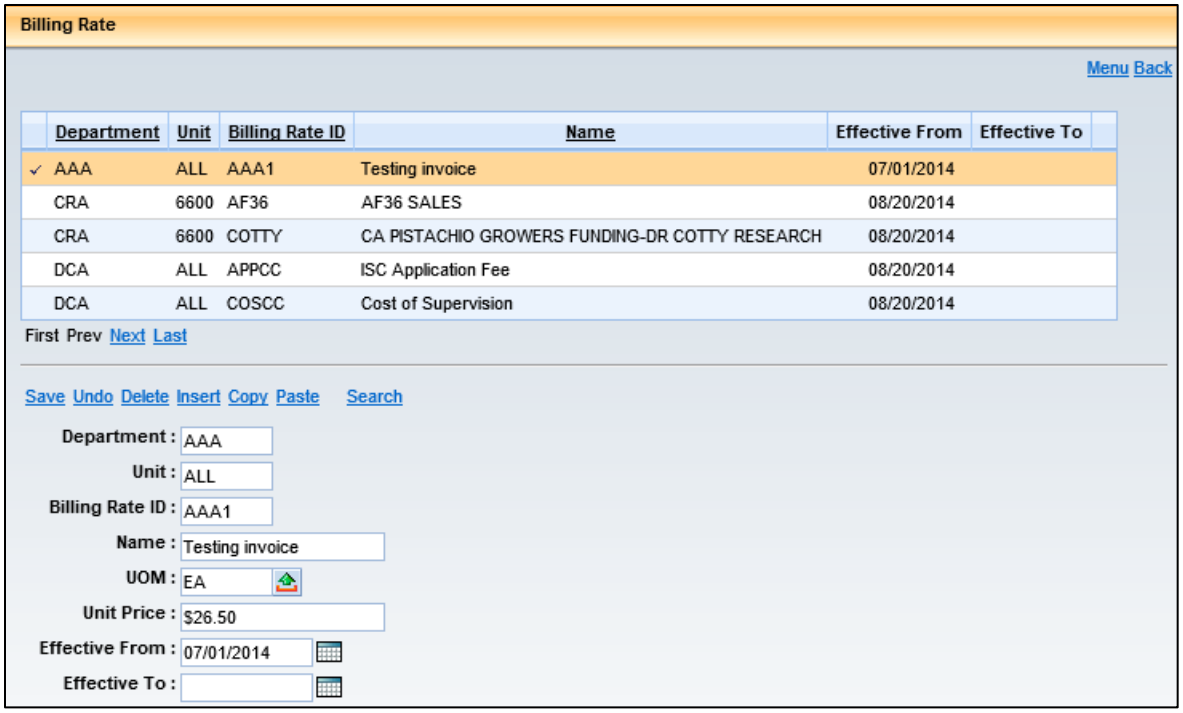
The finance charge process consists of:

- Setting up the characteristics of the fees that can be used in the finance charge process
- Setting up the fees that apply on a system-wide level or on a billing profile level
- Running the offline process that determines the amount of penalties and interest to be assessed to overdue receivables and applies these penalties and interest to the receivable.

Up to five separate finance charge fees can be assigned to a specific billing profile, and if applicable a grace period can be defined here. Note that finance charges stop accruing after a receivable has been referred to collections by referencing the Receivable (RE) based document on a Referral to Collection Agency (CL) document.

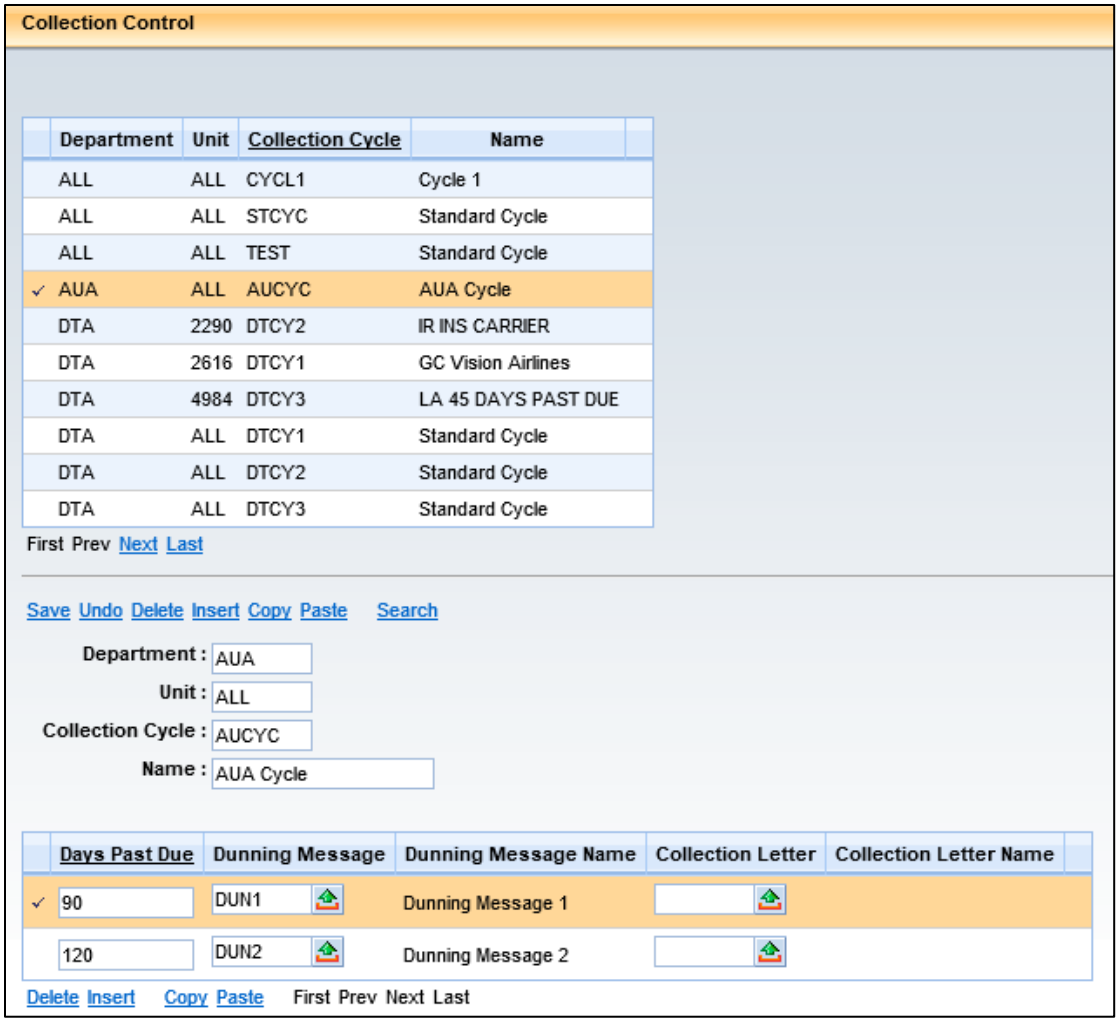
3.5. Billing Rates

The Billing Rate (BILLR) table stores information used to automatically calculate receivable amounts, for example; Rate Code, Charge per Unit, or Unit of Measure. Users can also define the start and stop dates for the billing rate to be in effect.



3.6. Other Tables

The Dunning Message (DNGM) table is used to store Dunning Messages for use in collections. Collection Letter codes, names and text are stored on the Collection Letter (COLL) table. Additional collection parameters are stored on the Collection Control (COLLC) and Collection Agency Agreement (COLLA) tables.



The Billing process uses parameters defined on the Collection Control table to define when and which dunning messages and collection letters should be used to notify a customer of overdue accounts. These dunning messages and collection letters are grouped together into collection cycles that can be applied to a particular billing profile, or selected on an individual receivable document.

Lesson Summary

In this lesson, you:

- Examined the Billing Profile table
- Reviewed the Billing Instructions table
- Reviewed the Finance Charge Eligibility table
- Reviewed the Finance Charge Setup table
- Reviewed the Billing Rates table
- Identified other tables used in Accounts Receivable collections

Check Your Progress

1. What table is used to establish whether a given customer group will receive an invoice, statement, or both?
    a. Billing Profile (BPRO)
    b. Billing Instructions (BINST)

2. A billing profile can only be assigned to one customer.
    a. True
    b. False

3. The timing for generating various dunning messages and collection letters are grouped together as a collection cycle on the Collection Control (COLLC) table.
    a. True
    b. False

4. Create a Receivable Document

Learning Objectives

In this lesson, you will:

- Identify the State process for Receivable document creation
- Examine the Receivable document components
- Review Receivable document data entry
- Create a Receivable document
- Examine the requirements to bill a vendor for a refund
- Create a Receivable from a template
- Create a Receivable for a one-time customer
- Examine the Summary Receivable process
- Create a Recurring Receivable using Future Document Triggering
- Research Receivables on inquiry tables

Lesson Overview

A Receivable (RE) based document is used to bill external customers for goods or services. The RE based document is an accounting transaction that triggers the billing process and tracks receivable events in order to recognize that money earned now will be received in the future. This lesson examines some of the uses for the RE based document and the process of creating a Receivable document to meet certain needs. This is the same process for creating an RETRI document; however, the RETRI document is used for TRIRIGA related billing. Additionally, Cost Accounting functionality and the reimbursement process in Advantage can be used to automatically generate CARE documents. However, the setup necessary to facilitate this process is discussed within the Cost Accounting training guide.

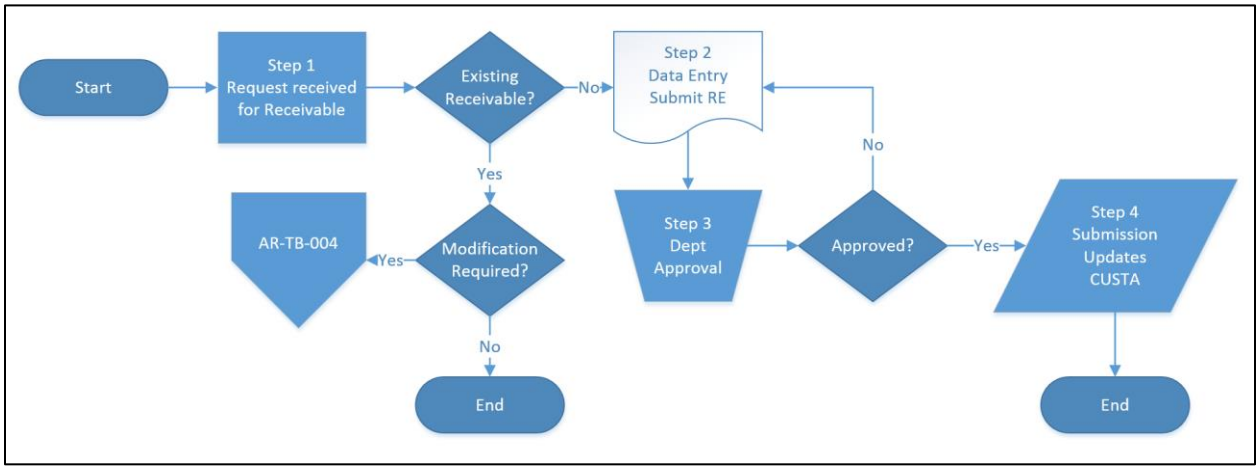
4.1. State Process Overview

The steps below describe the statewide process for creating RE or RETRI documents. Your agency may have additional requirements. This process is referenced in To Be ID AR-TB-003 and represented by Figure 2 below.

Please note that the Cost Accounting Receivable (CARE) document is not covered by the process below, since it is automatically generated through an offline batch process.

1. The requesting Department determines if the Receivable exists on the Receivable Search (RESTA) table. If the Receivable does not exist, the process continues to Step 2. If the Receivable exists, the request is evaluated to determine if a Receivable modification is required. If a change is required, proceed to AR-TB-004. If the Receivable exists, and no change is required, the process ends.
2. The requesting Department is responsible for drafting the Receivable (RE) document in the system. Information regarding the receivable including, but not limited to, customer information, billing profile, accounting distribution, quantity, unit of measure, description of the receivable and suppression on the invoice billing is included in the document. Any supporting documentation may be attached to the document at this time. Upon completion of the data entry, the RE document is submitted and routed for approval.
3. The RE document and any attached documentation are reviewed by an authorized Department level approver. If the approver determines the RE document has missing or incorrect data, then the RE document is rejected and returned for corrections to Step 2. The process then continues to Step 4.
4. The RE document final submission updates the Customer Account Information (CUSTA) and other tables associated with the transaction within AFIS.

Figure 2: Create a Receivable (AR-TB-003)

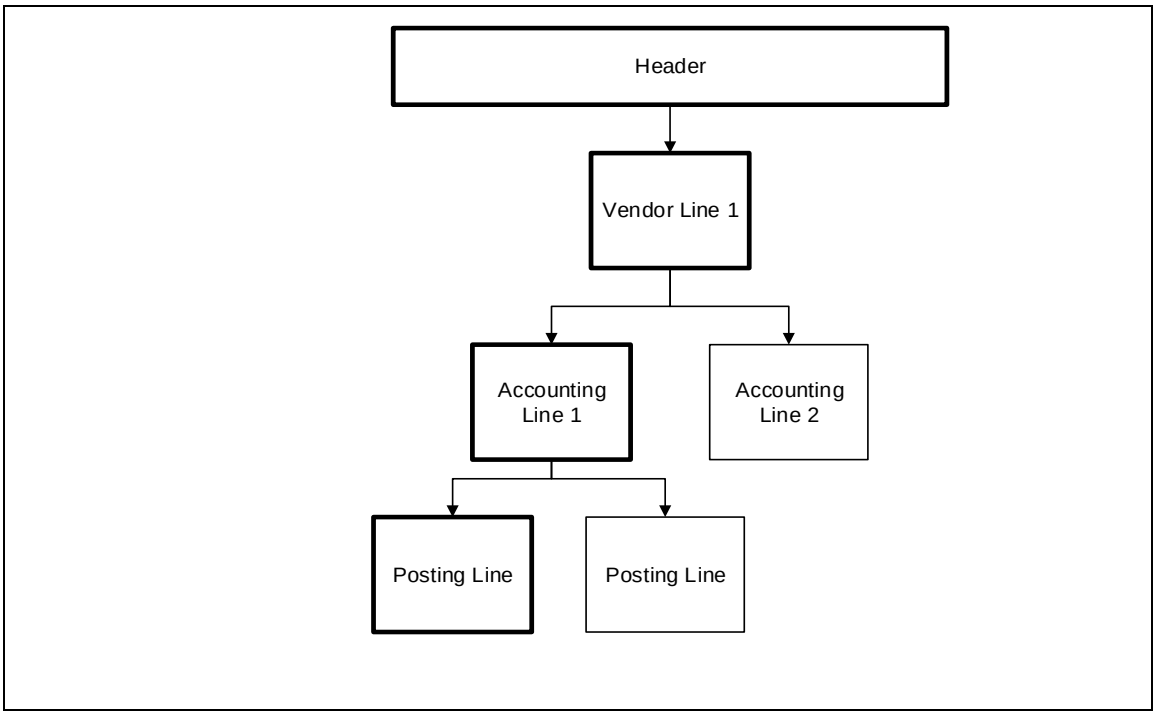


4.2. Receivable Document Components

Documents in AFIS are made of various components, also called sections. A Receivable document has four components accessible from the Document Navigation Panel that are used in the document creation process. Figure 3 below illustrates the relationship between the components.

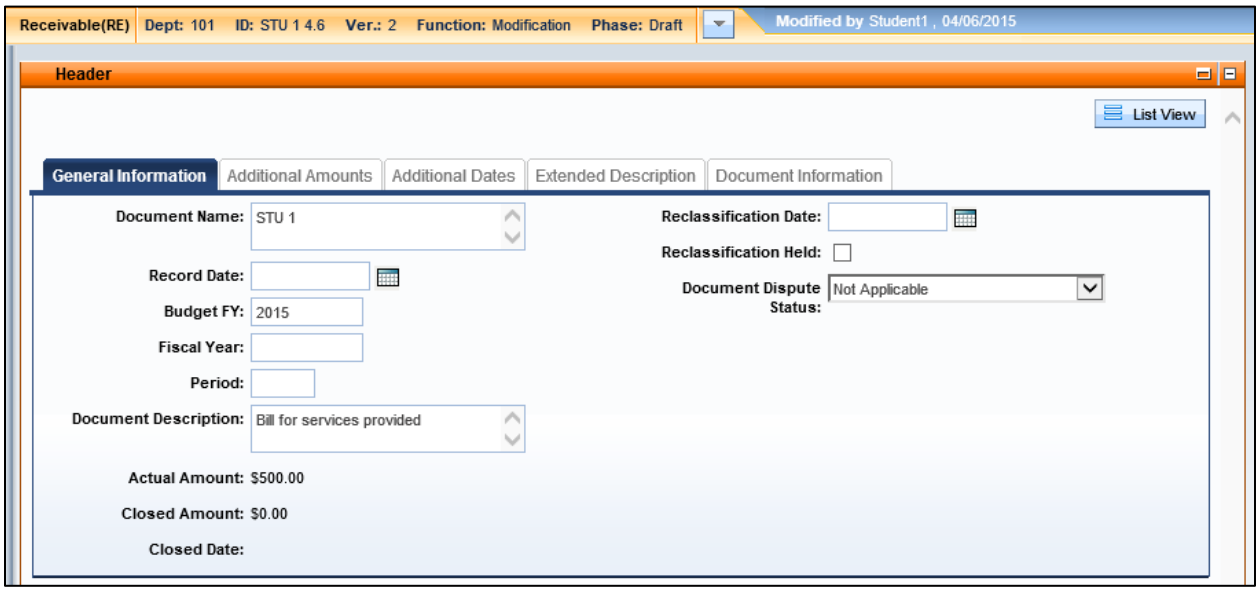
- **Header** – Stores values that apply to the entire RE based document
- **Vendor** – Stores customer account information, AR Dept, AR Unit, and billing and collection details; RE based documents support one vendor line
- **Accounting** – Used to record Chart of Accounts elements; multiple Accounting lines are allowed and each line contains an Event Type
- **Posting** – Represents the postings for each accounting line

Figure 3: Receivable Document Components



Receivable Header Component

The Header component stores values that apply to the entire RE based document. The General Information tab contains descriptive fields, along with date information common to most document headers. It also shows the total amount of the document, the closed amount, and dispute information.

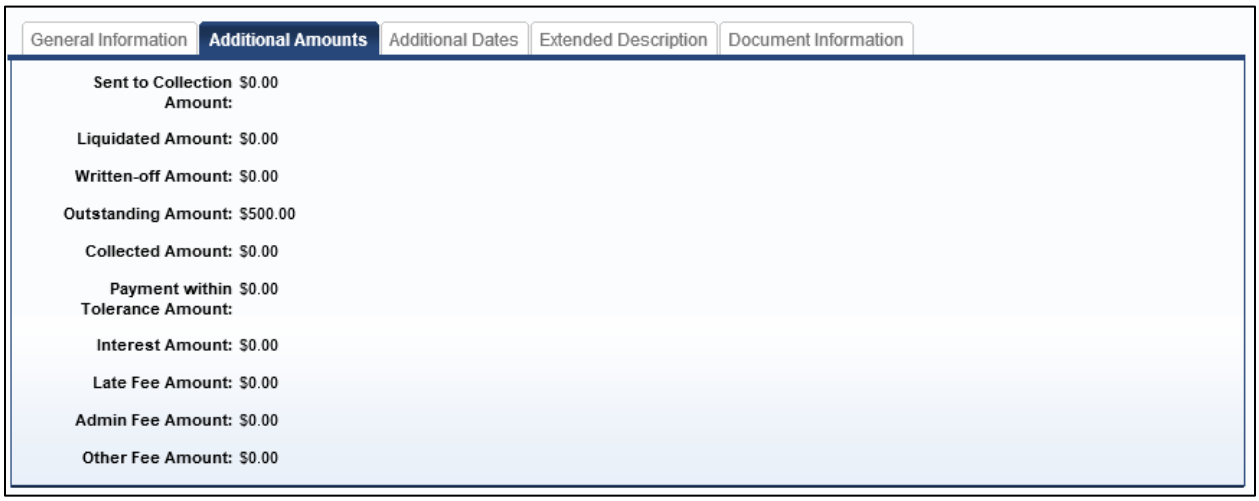


The following fields are included on the General Information tab:

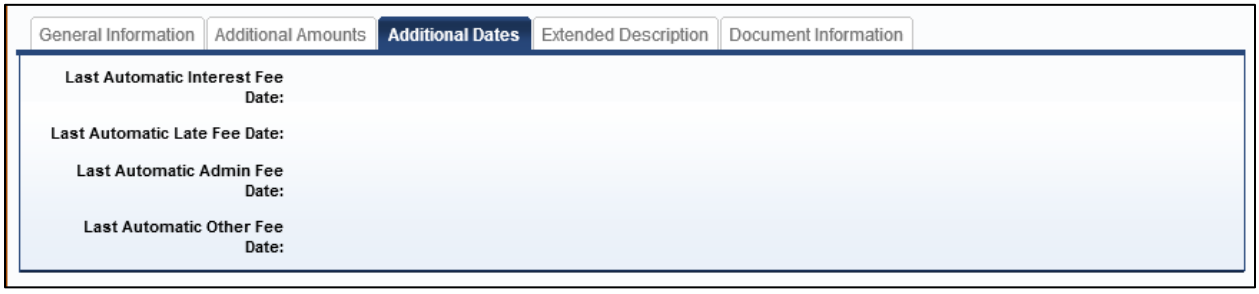
- **Document Name** – Free-form text field used to identify the document. The text entered does not print on invoices or statements
- **Record Date** – The date the receivable event occurred. Defaults to the current system date. This date is your invoice date, and it is used to calculate the Due Date for billing and collection activities
- **Budget FY, Fiscal Year**, **Period** – Indicates the accounting period of the event. Defaults to the budget fiscal year, fiscal year and period of the Record Date. These fields are normally left blank except for cross fiscal year processing
- **Document Description** – Free-form text field used to identify the purpose of the document. The text entered does not print on invoices or statements.
- **Reclassification Date** – On this date, the Future Document Triggering (FDT) feature will create a modification of the document to adjust the original accounting and load it to the document catalog for processing. Reclassification will change billed unearned revenue to billed earned revenue.
- **Reclassification Held** – Checking this box will generate the document in “Held” status when reclassifying unearned revenue to earned revenue.
- **Document Dispute Status** – Used to indicate that the customer has disputed the bill. The default value is Not Applicable

Amount fields on the General Information tab do not allow data entry. The Actual Amount is the total dollar amount of the RE based document. The Closed Amount is the dollar amount that has been received, which is recorded on a Cash Receipt (CR) based document that references the Receivable. The difference between these two amounts is the open amount of the RE based document.

The Additional Amounts tab displays a summary of activity that has been processed against the RE based document. Cash Receipt (CR), Referral to Collection Agency (CL), and Write-Off (WO) based documents are reflected here. Amounts on this page also break out fees included in the Receivable.



The Additional Dates tab displays the dates the RE based document is modified by the Finance Charge process (offline job). These dates will not be updated when the user manually applies finance charges through a Receivable Modification.

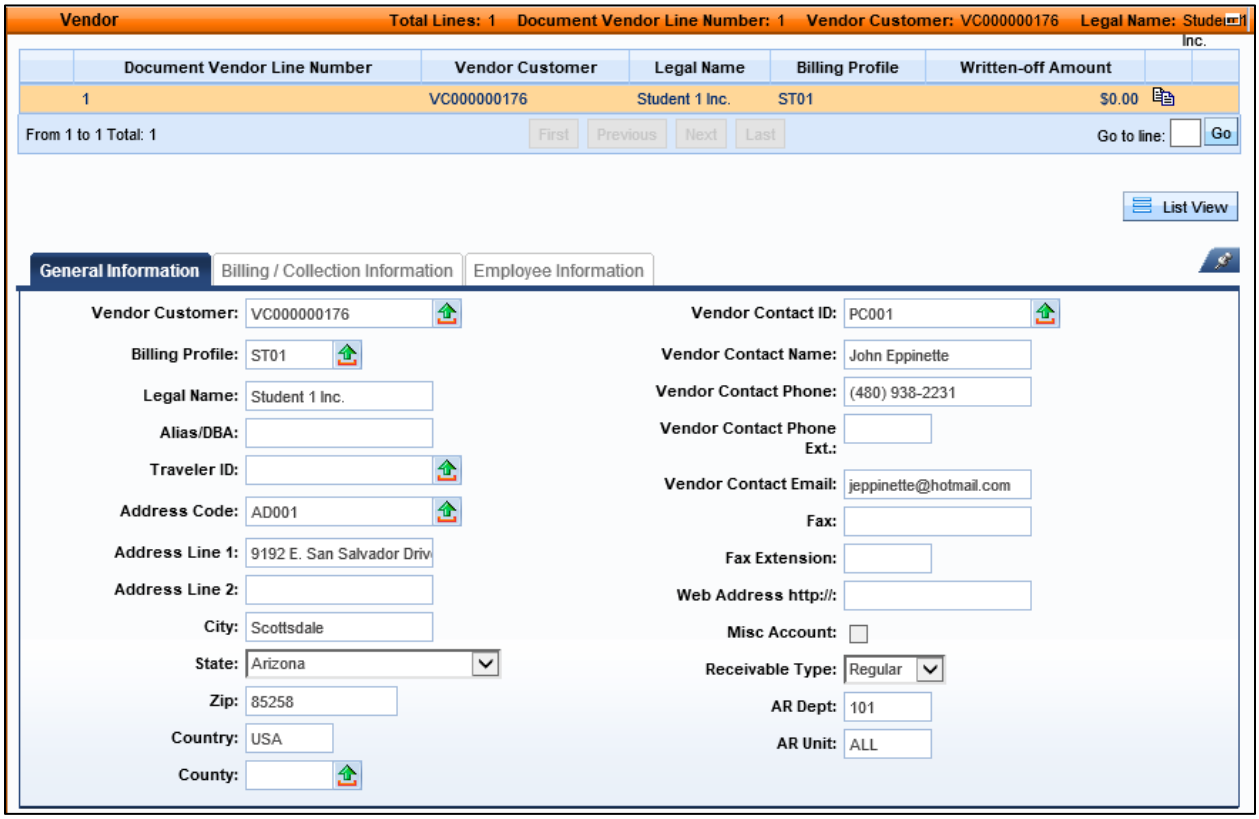


The Extended Description field is located on the Extended Description tab of the Header. This field is similar to the Document Description field except it can store up to 1500 characters. This field does appear on the invoice.

Receivable Vendor Component

Creating an RE based document requires a valid and active Vendor/Customer code from the VCUST table. The Customer code determines who is being billed by the RE based document.

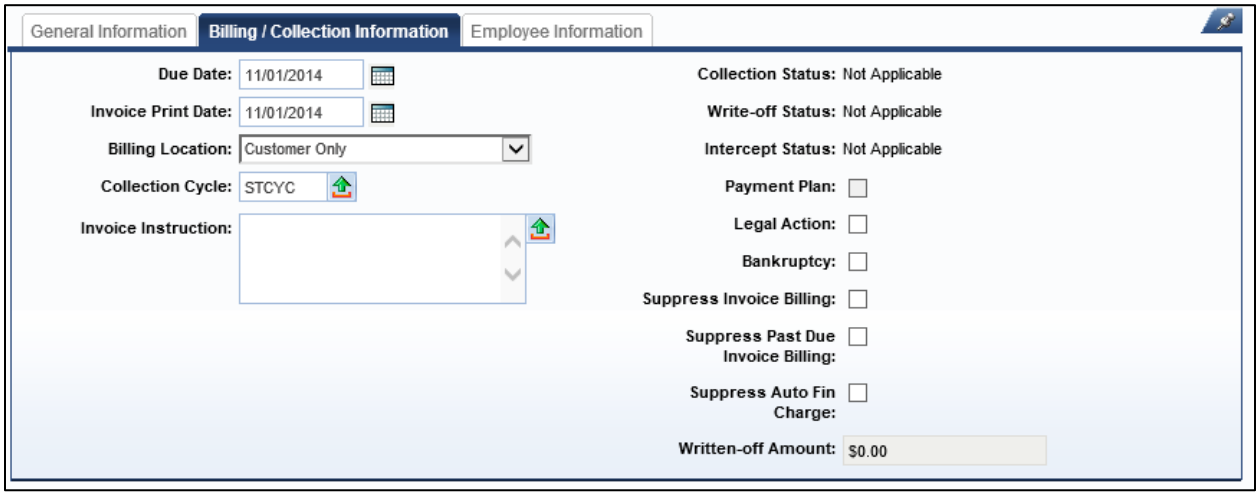
In the Vendor section, the General Information tab contains the name, billing profile, and address information of the customer, as well as the AR Department and Unit information.



The following fields are available on the General Information tab:

- **Vendor Customer** – The customer being billed
- **Billing Profile** – The billing profile code associated with the customer account
- **Traveler ID** – The unique identifier for the traveler
- **Address Code** – The code that corresponds to the address designated for billing; will usually default based on customer entered
- **Vendor Contact ID** – The code that corresponds to the customer contact information; will usually default based on customer entered
- **AR Dept** – The department used for validating the billing profile and customer account
- **AR Unit** – The unit used for validating the billing profile and customer account. This should match the AR Unit on the Billing Profile.
- **Receivable Type** – Select Regular (default) or Summary

In the Vendor section, the Billing/Collection Information tab contains the dates and information used for billing and collections. Some values established for invoice billing and collection processing on the Billing Profile (BPRO) and Customer Account Options (CACT) tables can be overridden on this tab.



The following fields are available on the Billing/Collection Information tab:

- **Due Date** – The date that payment is due for the Receivable. When billing with invoices, the due date will be calculated by using the Record Date and the Due Date Lag on the Billing Profile (BPRO) or System Options (SOPT) tables. Alternatively, a date may be manually entered. When billing with statements, the due date cannot be entered on the RE based document; the Due Date will be populated by the Statement process when the respective statement is generated.
- **Invoice Print Date** – The date the invoice will be printed
- **Billing Location** – The location where the receivable is to be sent. Required if the billing type is Invoices, Statements, or Both. Valid values are: Customer Only (Default), Third Party Only, Third Party with Customer Copy, Parent Address Only, or Parent Address with Customer Copy
- **Collection Cycle** – This value overwrites the collection cycle entered on the CACT/BPRO tables
- **Invoice Instructions** – When billing with invoices, the billing instructions from the Billing Profile code will default on the RE based document. To add, change, or remove the invoice instructions that are inferred from the Billing Profile, users can click the Invoice Instructions pick list to select the appropriate Billing Instruction code. This field is not applicable when Statement Billing is used
- **Status fields** – Indicates if the Receivable has been referred for write-off or a collection agency
- **Payment Plan** – Indicates that the Receivable is associated with a payment plan on the Payment Plan table
- **Legal Action** – Indicates the Receivable has been referred for legal action. Automatic finance charges will not be applied to RE documents that have this option selected

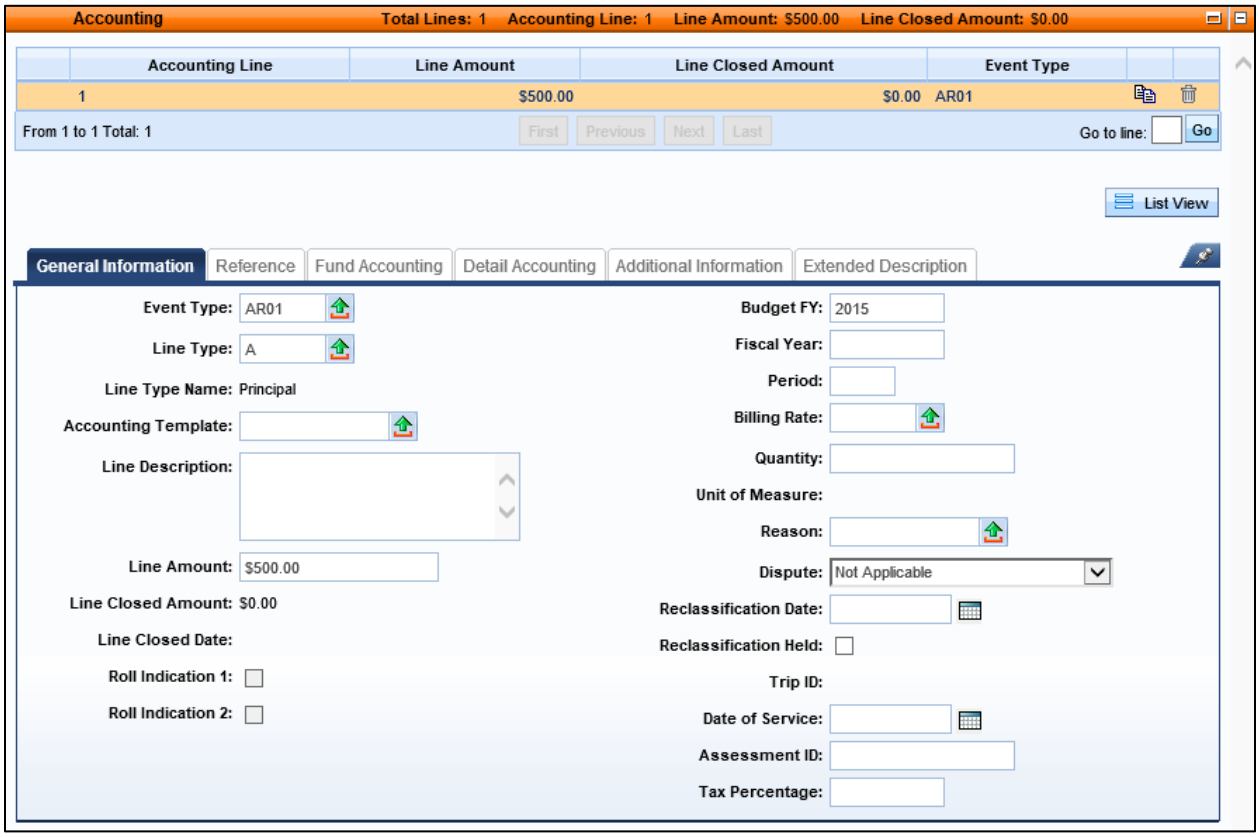
- **Bankruptcy** – Used to suppress further billing and collections against a customer. This field is inferred from the CACT table. If the user unchecks this flag manually on the RE based document, then the system will not override the flag
- **Suppress Invoice Billing** – Used to suppress the printing of an invoice
- **Suppress Past Due Invoice Billing** – Used to suppress the printing of past due notifications
- **Suppress Auto Finance Charge** – Stops finance charges from being applied to the RE based document by the automatic finance charge process

The Employee Information tab is used for recording the Payroll information for an employee and contains the following fields:

- **Employee ID** – Pick list to VCUST that must be valid for the Vendor Customer code that is populated on the RE based document
- **Employee Status** – Status of the employee, value is inferred from VCUST if left blank
- **Payroll AR Number** – Optional field to record additional information related to the employee or Receivable
- **AR Date** – Optional field to record additional information related to the employee or Receivable
- **Pay Period End Date** – Optional field to record the Pay Period End Date associated with the employee or Receivable

Receivable Accounting Component

The Accounting component records the Chart of Accounts information used when posting the document to the ledgers and performs updates to the applicable budgets. One RE based document can contain one or more Accounting lines. Users must click Insert New Line before entering information into the Accounting component.



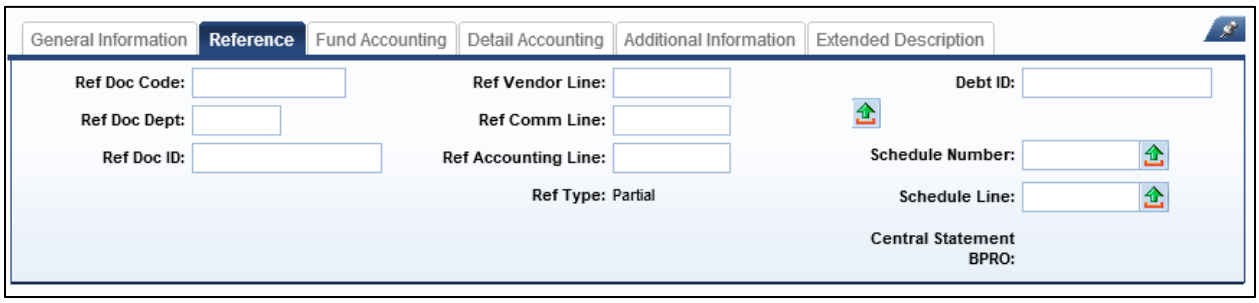
In the Accounting section, the General Information tab contains descriptive fields and date information. The following fields are available on the General Information tab:

- **Event Type** – Used to determine which posting codes will be inferred and bring in data entry rules for transaction referencing, customer codes, vendor codes, and all defined Chart of Accounts elements. The default value for an RE based document is AR01 (Billed Earned Revenue). Other Event Type codes are used to accommodate different business functions
- **Line Type** – Defines the purpose of the current line (principal, interest or fees). The default Line Type is A – Principal. To track manually calculated sales tax amounts, use the H – Tax line type.
- **Accounting Template** – Used to infer accounting elements if necessary
- **Line Description** – Allows the user to record a description for the accounting line. This field may appear on the invoice as a description for the transaction line. If a billing rate is used, but no line description is provided, the billing rate will provide the description on the

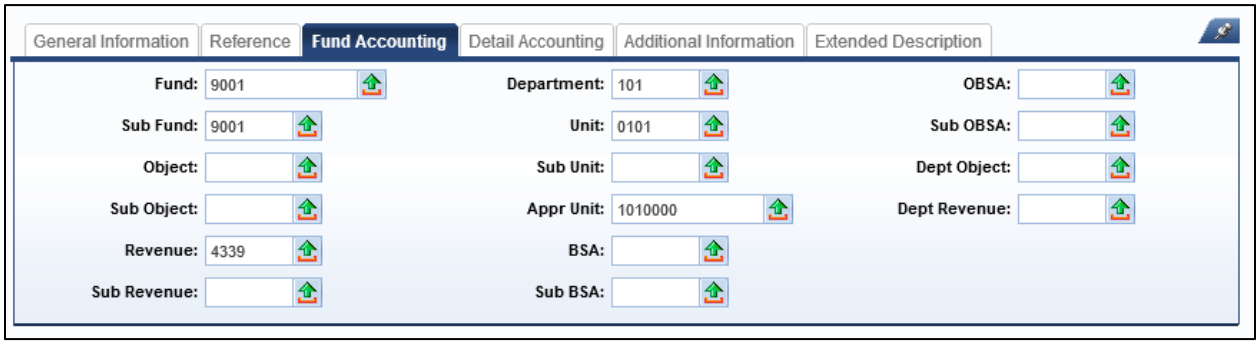
invoice. If no billing rate is used and no line description is provided, then the line type name will appear as the transaction line description, on the invoice.

- **Line Amount** or Billing Rate and Quantity– Enter the dollar amount of the current line or use a billing rate and quantity to calculate this amount. If a billing rate is used and no line description is used, then the billing rate name will appear on the invoice for the transaction line.

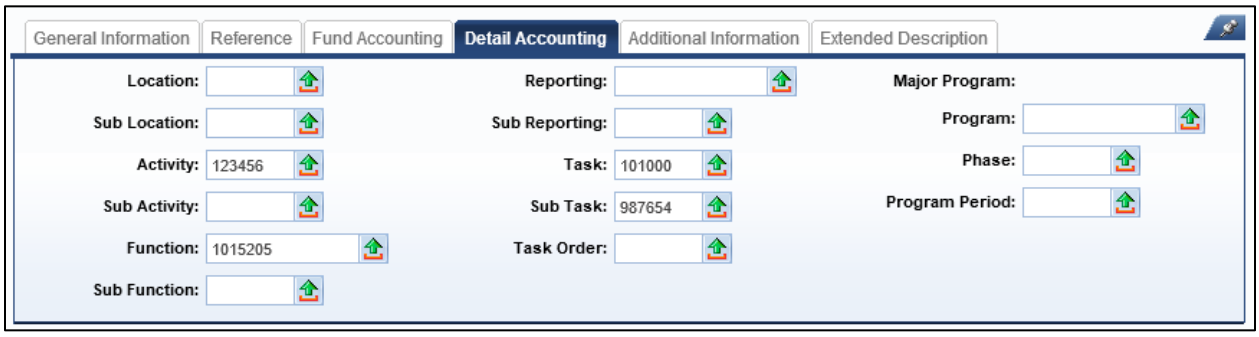
The Reference tab is used to specify a reference to a final document by document code, department and ID. The reference tab must also specify the line being referenced and shows the reference type.



The Fund Accounting tab contains Chart of Accounts elements that define the budget structure or account that will be updated by the receivable line. The Chart of Accounts data entry requirements are defined by the Event Type entered on the Accounting line.



The Detail Accounting tab contains decentralized Chart of Accounts (COA) elements that help to further identify the Receivable and apply it to particular Location, Activity, Function, Reporting, Task, and Program codes.



Receivable Posting Component

The Posting component displays the accounting impact of the RE based document. No data can be entered into the Posting section; Posting lines are generated from the rest of the document data. Users can click the Eye icon to expand the posting details.

Each Accounting line entered into the Accounting section has its own Posting line(s). The Posting section will only display the Posting lines for one Accounting line at a time.

4.3. Receivable Document Data Entry

The data entry requirements on a Receivable (RE) based document are discussed in this topic. Some fields can be inferred from other fields, accounting template values, or function values.

Header

There are no required fields on this section.

Vendor

In the Receivable Vendor section, on the General Information tab, the following fields are required:

- **Vendor Customer** – Enter a valid Vendor/Customer code or select from the pick list
- **Billing Profile** – Enter a value or select from the pick list
- **Legal Name, Address Code, Address Line, City, State, Zip, Country** – These fields are auto populated based on the Vendor/Customer code unless the Vendor/Customer type is Miscellaneous
- **Vendor Contact ID** – This field is auto populated based on the Vendor/Customer code unless the Vendor/Customer type is Miscellaneous
- **AR Dept** – This field is auto populated based on the Document ID
- **AR Unit** – This field is auto populated based on the option set for the AR Dept on the Department table, but may need to be changed, if for instance, the default value is ALL Units, but the Billing Profile only allows for a specific Unit within the Department.
- **Receivable Type** – Select Regular (default) or Summary

In the Vendor section, on the Billing/Collection Information tab enter the due date and invoice print date, or let these dates default to the current system date.

Accounting

When entering data in the Accounting section, users must first click Insert New Line. An Accounting Template or Function code can be used to infer Chart of Accounts elements in the Accounting section.

In the Receivable Accounting section, on the General Information tab, the following fields are required:

- **Event Type** – Select the appropriate Event Type from the pick list, or allow to default
- **Line Type** – Select the appropriate Line Type from the pick list, or allow to default
- **Line Amount** – Enter the Line Amount dollar amount, or optionally use the billing rate to automatically calculate this line amount
- **Billing Rate** – Instead of entering a flat line amount, select a billing rate code from the pick list.
- **Quantity** – If using a billing rate, enter the quantity associated with the billing rate used.

On the Fund Accounting tab, users must enter the required Chart of Accounts elements if an Accounting Template or Function is not used. Table 4 below lists the minimum required elements on the Fund Accounting tab.

Table 4: Chart of Accounts Fields

COA Element	Notes
Fund	Required
Sub-Fund	Conditionally required depending on Department configuration
Object	Conditionally required for Event Types posting to expenditure, i.e. vendor refund
Revenue	Conditionally required for Event Types posting to revenue
Department	Required
Unit	Required
BSA	Conditionally required for Event Types posting to asset or liability account

Additional Accounting lines may be entered into this section or created from existing lines using the Copy and Paste features.

Posting

There is no data entry performed in the Posting section. After the document is validated, users can click the Posting section to review the posting information and the eye icon to view posting details located in the Fund Accounting and Detail Accounting tabs.

4.4. Create a Receivable Document

Receivable (RE) documents can be created by navigating to the Document Catalog.

ACTIVITY 4.4
Create a Receivable Document

Scenario

You have received a request to create a Receivable to record $500 worth of services that your department provided to a customer. The Receivable document will record the amount as Bill Earned Revenue in order to collect the $500 from the customer.

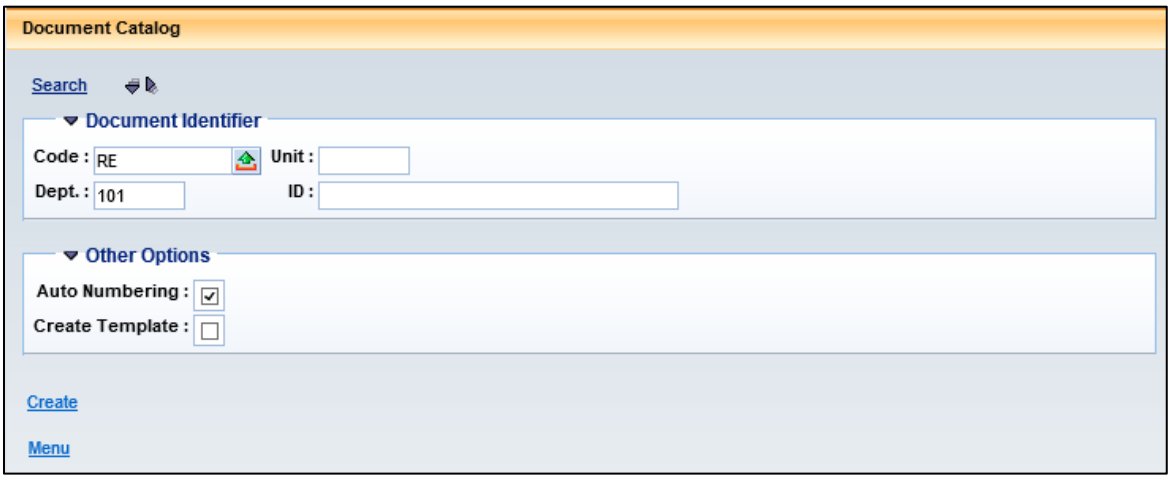
Setup

- ✓ User is logged into the AFIS Home Page.

Steps

A. Navigate to the Document Catalog and create a Receivable document.

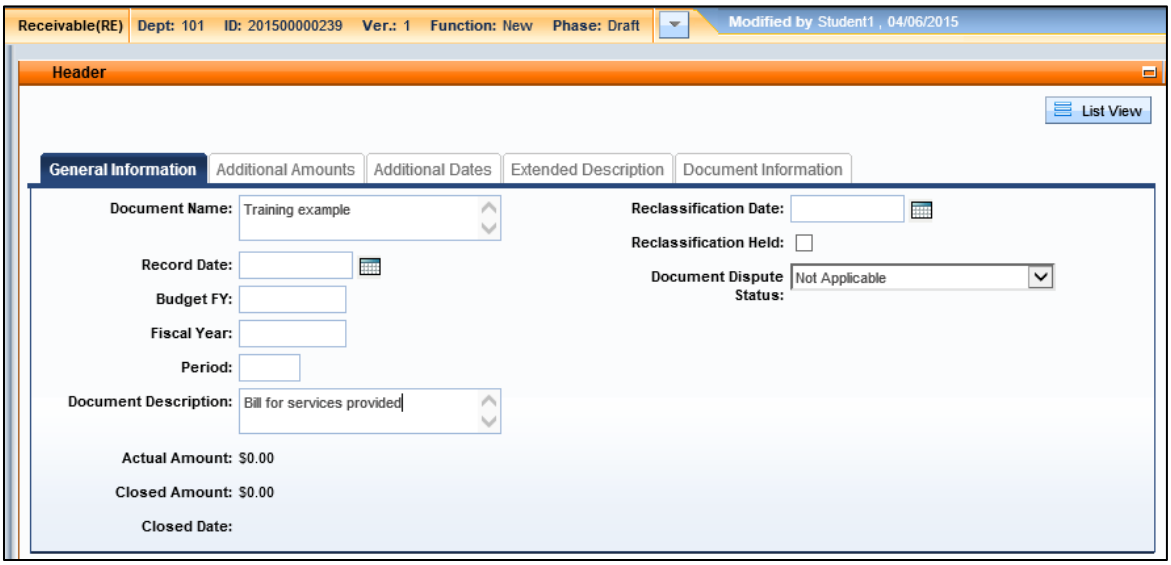
1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. Click **Create**.
4. In the **Code** field, enter ***RE***.
5. In the **Dept** field, enter the data from ***your student data card***.
6. Check the **Auto Numbering** check box.



7. Click **Create**. The document is created with a Document ID, and shown as Ver: 1, Function: New, Phase: Draft. The document ID will become the Invoice ID.

B. Complete the Header section of the document.

1. In the **Document Name** field, enter ***Training example***.
2. In the **Document Description** field, enter ***Bill for services provided***.

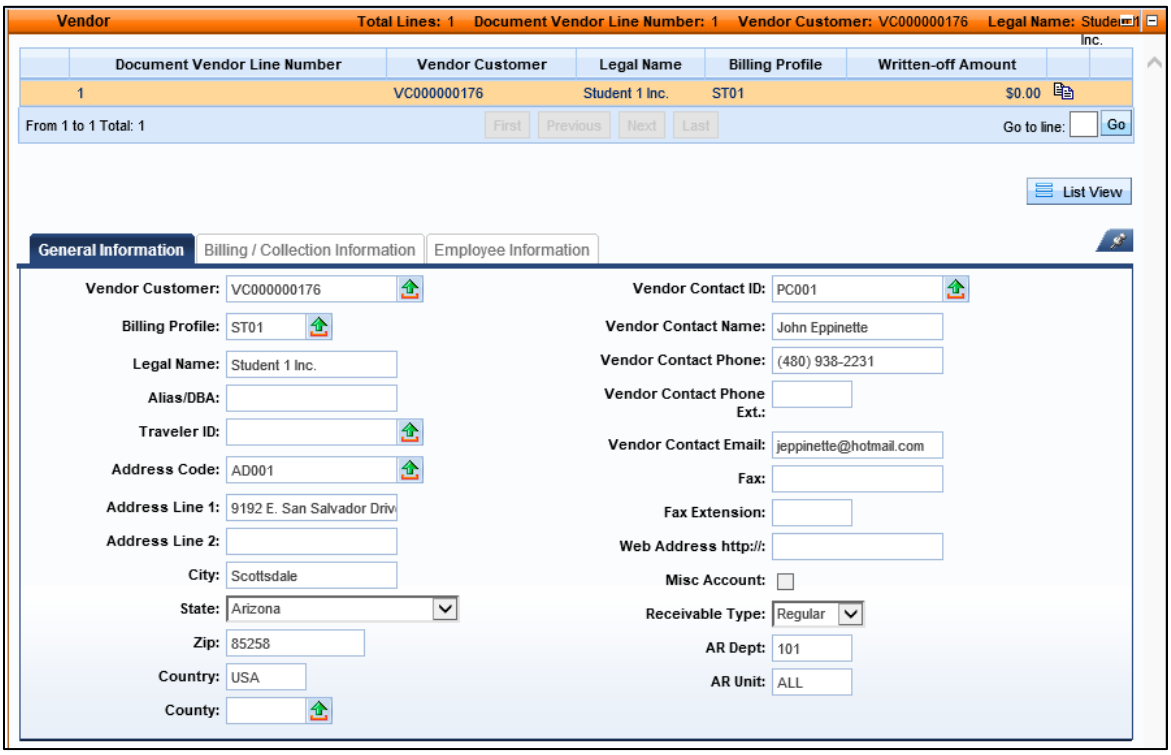


Please note: In the **Extended Description** field on the **Extended Description tab**, if you enter text this will appear on the invoice.

C. Complete the Vendor section of the document.

1. At the bottom of the page, click the **Vendor** component to expand that section.
2. In **the General Information** tab, in the **Vendor Customer** field, enter the Vendor/Customer ID from ***your training card***.
3. In the **Billing Profile** field, enter the data from ***your student data card***.

4. Click **Save**. The Address ID, Contact ID, AR Dept, and AR Unit fields will auto populate.



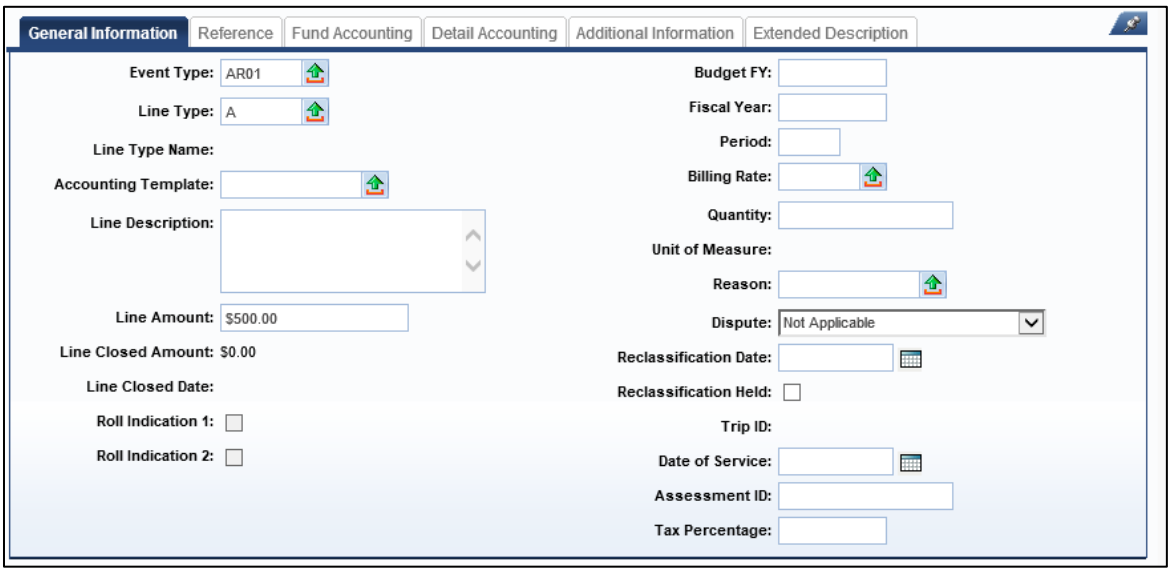
D. Complete the Accounting component of the document.

1. At the bottom of the page, click the **Accounting** component to expand that section.
2. At the bottom of the page, click **Insert New Line**.

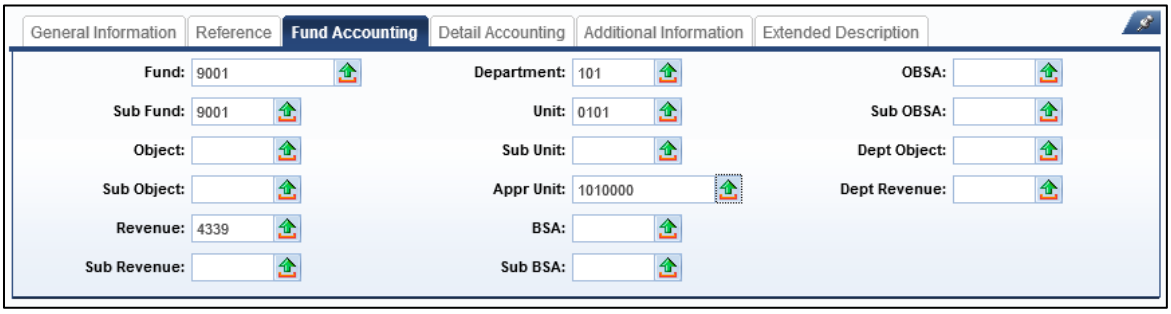
Please note: If you enter text in the **Line Description** field, this will appear on the invoice.

3. In the **Line Amount** field, enter ***500***.

4. Click **Save**. The Event Type field defaults to AR01 and the Line Type defaults to A (Principal).

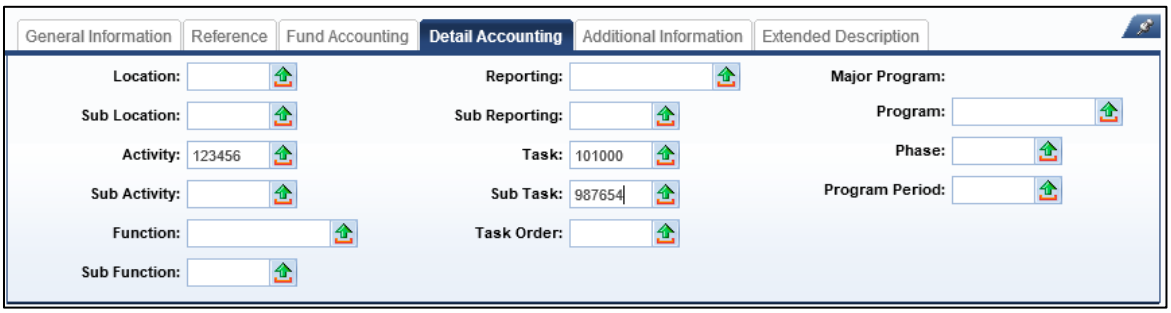


5. Click the **Fund Accounting** tab.
6. In the **Fund** field, enter the data from ***your student data card***.
7. In the **Sub Fund** field, enter the data from ***your student data card***.
8. In the **Revenue** field, enter ***4339***.
9. In the **Department** field, enter the data from ***your student data card***.
10. In the **Unit** field, enter the data from ***your student data card***.
11. In the **Appr Unit** field, enter the data from ***your student data card***.



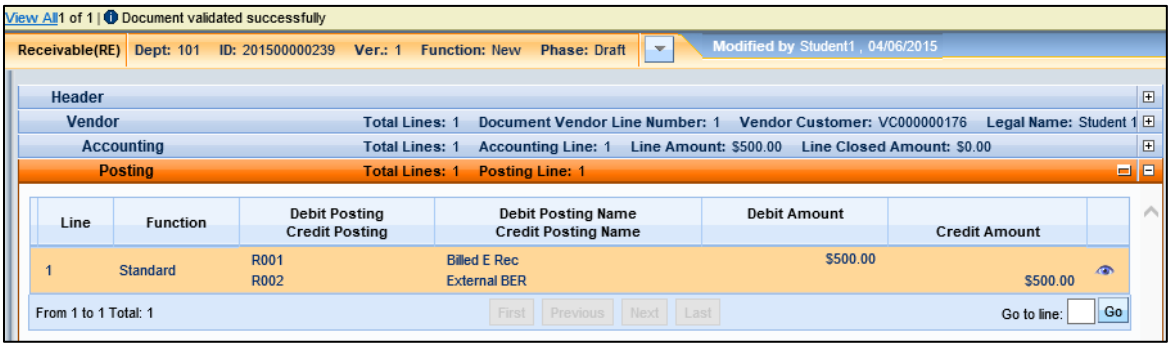
12. Click the **Detail Accounting** tab.
13. In the **Activity** field, enter the data from ***your student data card***.
14. In the **Task** field, enter the data from ***your student data card.***

15. In the **Sub Task** field, enter the data from ***your student data card***.

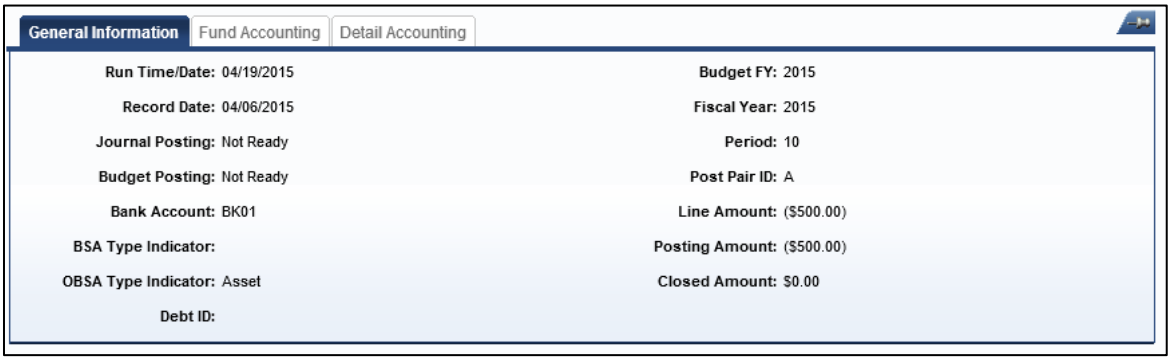


E. Check the RE document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click the **Posting** section.



3. Click the **Eye** icon. Review and verify the posting line generated correctly reflect the values entered on the Accounting section.



4. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
5. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

4.5. Bill a Vendor for Refund

When a vendor is overpaid or a return is processed, a Receivable (RE) based document can be created to bill the vendor for a refund of the amount owed. The vendor must be set up as a customer on the Vendor Customer table in order to create a Receivable for an amount owed by a vendor. For a vendor refund Receivable, the data entry requirements are mostly the same, except that the Event Type and Chart of Accounts elements required are different from a standard Receivable.

In the Accounting section, the following Event Type should be used:

- **AR31** – Bill Vendor Refund – Non Budgetary, posts to a balance sheet account, credits the expected refund to a holding account; requires Fund and BSA

All other document data entry requirements are identical. Following completion of data entry, the document is validated and submitted to workflow for approval.

4.6. Create a Receivable from a Template

It is possible to create a Receivable document that is based on a template that was previously created and saved in AFIS. The template stores all commonly used information, and only that information that is unique to the document needs to be entered in order to complete the document.

ACTIVITY 4.6

Create a Receivable Document from a Template

Scenario

You have received a request to create a Receivable that is nearly identical to a Receivable that you create every month for the same customer. You will use a template that you created previously as the basis for the new Receivable document.

Setup

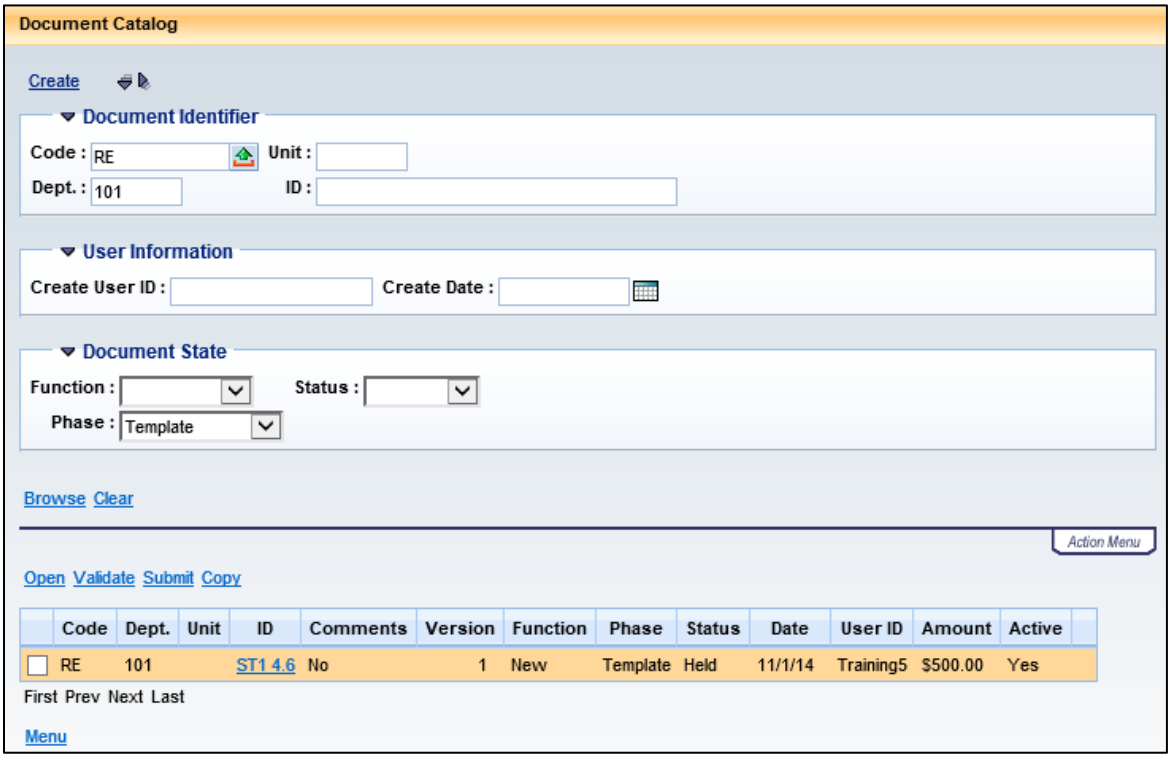
- ✓ User is logged into the AFIS Home Page.

Steps

A. Navigate to the Document Catalog and locate the Receivable template.

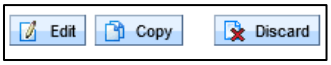
1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***RE***.
4. In the **Dept** field, enter the data from ***your student data card***.
5. Click **Document State**, to expand that section.
6. In the **Phase** field, select **Template** from the drop down menu.

7. Click **Browse**.
8. In the results in the grid below, click the **ID** link for Activity 4.6 for the RE document template to open the template.



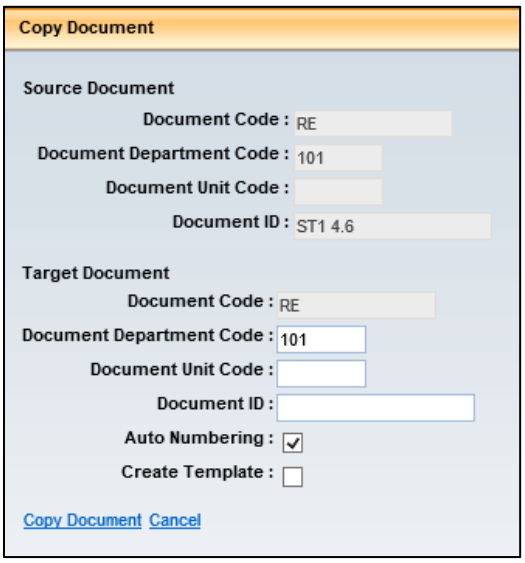
B. Create a new Receivable based on the template.

1. In the template, at the bottom of the screen click **Copy**.



2. In the Copy Document screen, in the **Document Department Code** field, enter the data from ***your student data card***.

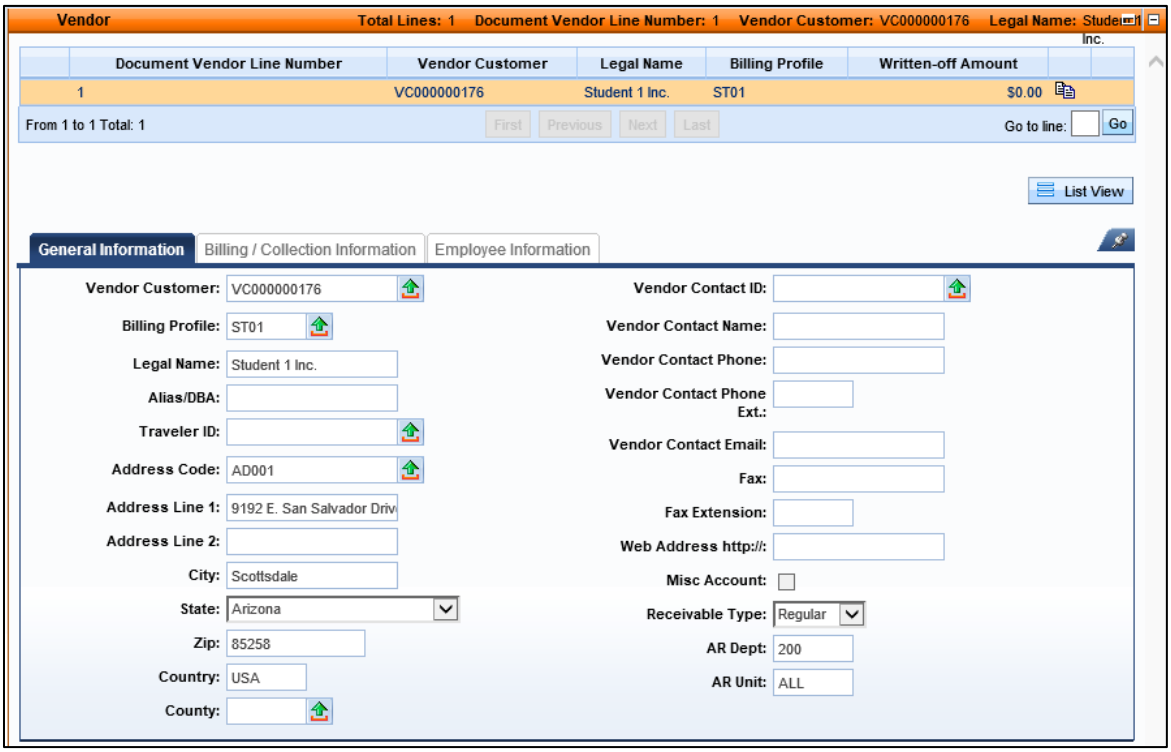
3. Check the **Auto Numbering** check box.



4. Click **Copy Document**. The document is created with a Document ID, and shown as Ver: 1, Function: New, Phase: Draft.

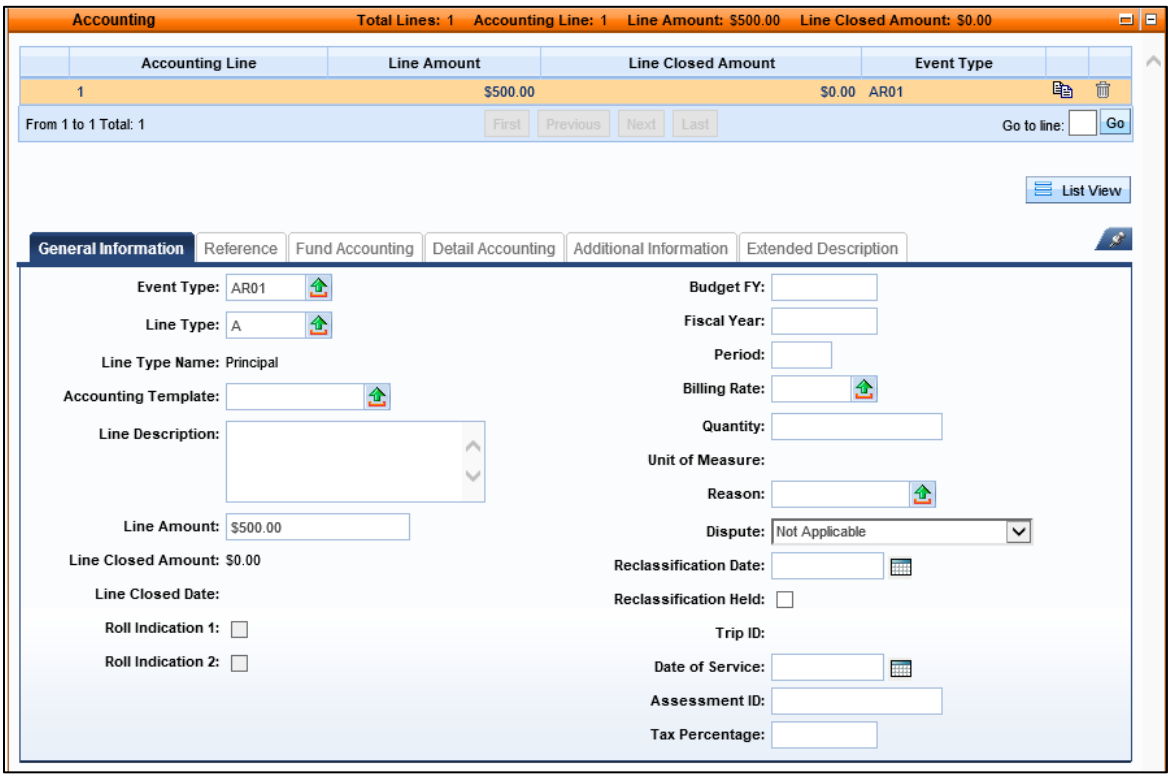
C. Complete the Receivable document.

1. In the Header section, in the **Document Description** field, enter ***Monthly bill***.
2. Click the **Vendor** section.



3. Verify the information has copied over from the template.

4. Click the **Accounting** section.



5. Verify the information has copied over from the template.
6. Click **Save**.

D. Check the RE document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click **Home** in the Primary Navigation Panel to return to the Home Page.

4.7. One-Time/Miscellaneous Customer Receivable

When creating a Receivable (RE) based document for a one-time or miscellaneous customer, the miscellaneous customer code is entered in the Vendor section. This requires that the user enters the necessary billing and contact information for the customer since none of that information will be inferred from the customer code. Receivables that use miscellaneous customers do not update the CUSTA and CUSTS billing tables.

A Statewide miscellaneous customer code of MISCCUSTOM is available in AFIS. The Department can link this customer code with a department billing profile in the CACT table, to create a customer account.

ACTIVITY 4.7

Create a Receivable Document for a One-Time Customer

Scenario

You have received a request to create a Receivable to record $500 worth of services that your department provided to a customer. The customer does not exist in AFIS so you will create the Receivable using the Miscellaneous customer code which will allow you to enter the name and address for the customer.

Setup

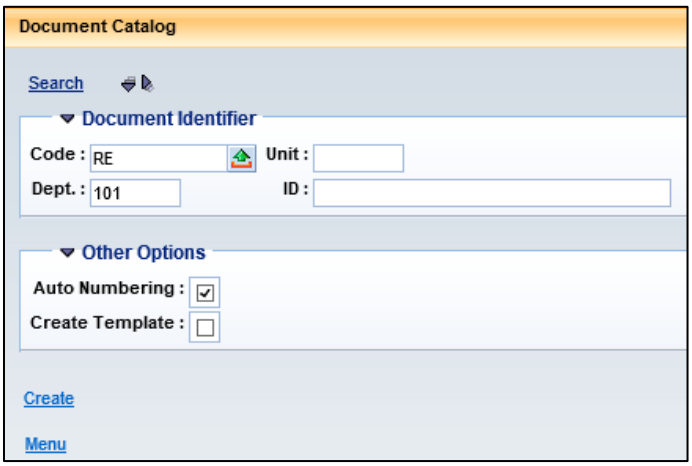
- ✓ User is logged into the AFIS Home Page.

Steps

A. Navigate to the Document Catalog and create a Receivable document.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. Click **Create**.
4. In the **Code** field, enter ***RE***.
5. In the **Dept** field, enter the data from ***your student data card***.

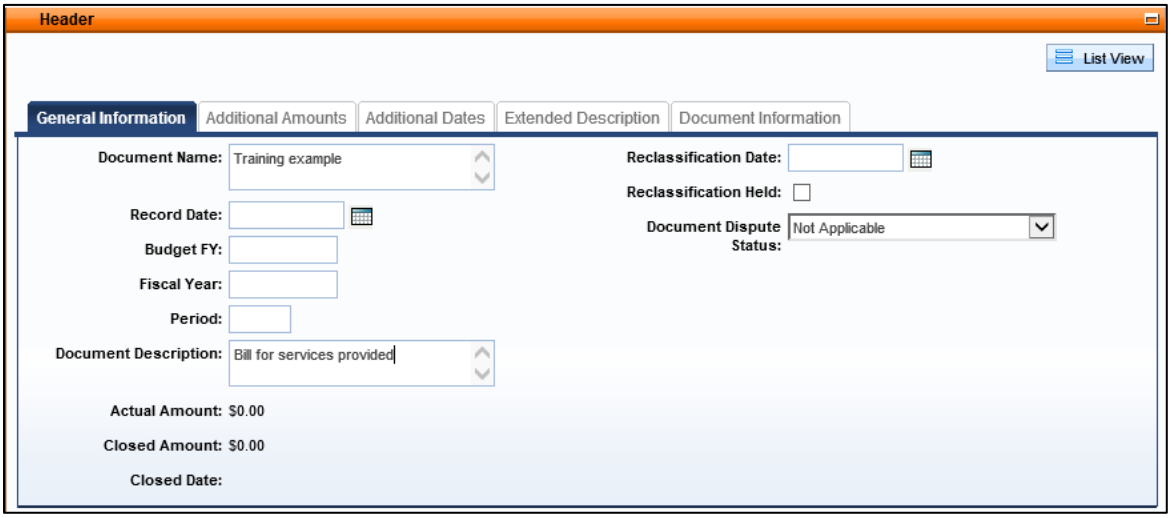
6. Check the **Auto Numbering** check box.



7. Click **Create**. The document is created with a Document ID, and shown as Ver: 1, Function: New, Phase: Draft.

B. Complete the Header section of the document.

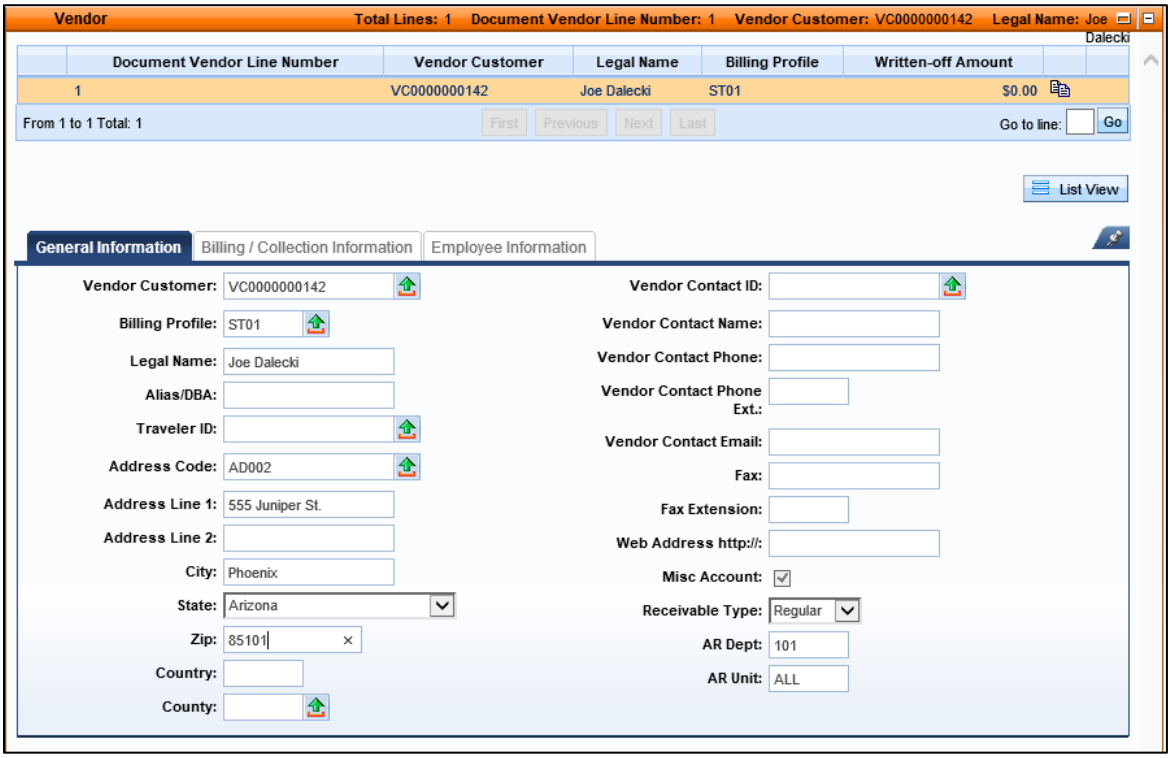
1. In the **Document Name** field, enter ***Training Example.***
2. In the **Document Description** field, enter ***Bill for services provided***.



C. Complete the Vendor section of the document.

1. At the bottom of the page, click the **Vendor** component to expand that section.
2. In the General Information tab, in the **Vendor Customer** field, enter ***VC0000000142***.
3. In the **Billing Profile** field, enter the data from ***your student data card***.
4. In the **Legal Name** field, enter your ***name.***
5. In the **Address Line 1** field, enter ***a random fictitious address.***
6. In the **City** field, enter ***a random fictitious city.***

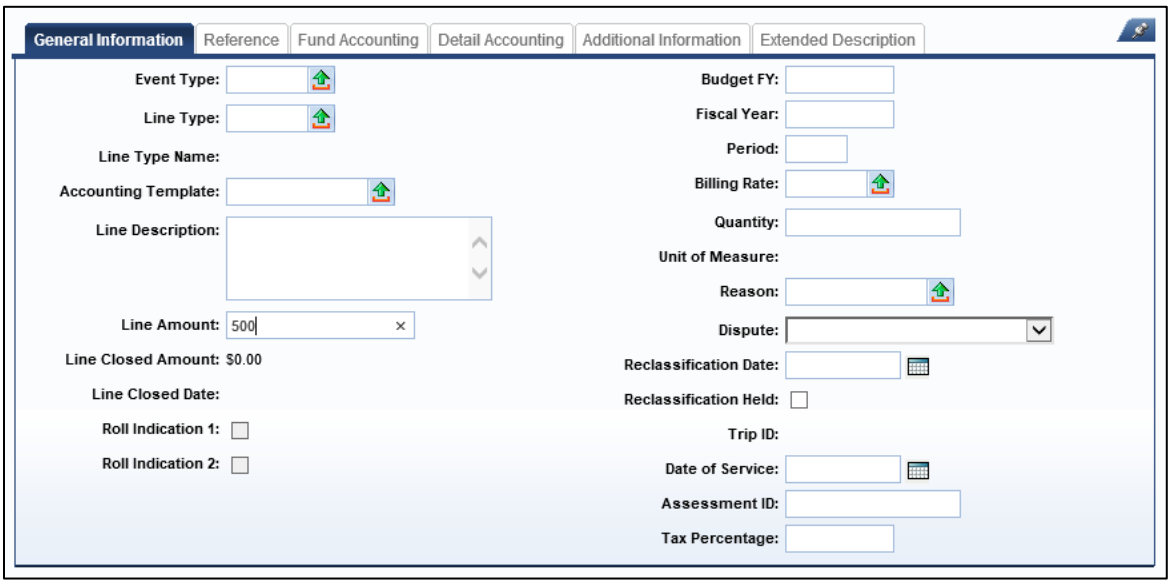
7. In the **State** drop down menu, select ***Arizona***.
8. In the **Zip** field, enter ***a random fictitious zip.***
9. Click **Save**.
10. Observe that the **Misc Account** check box is checked.



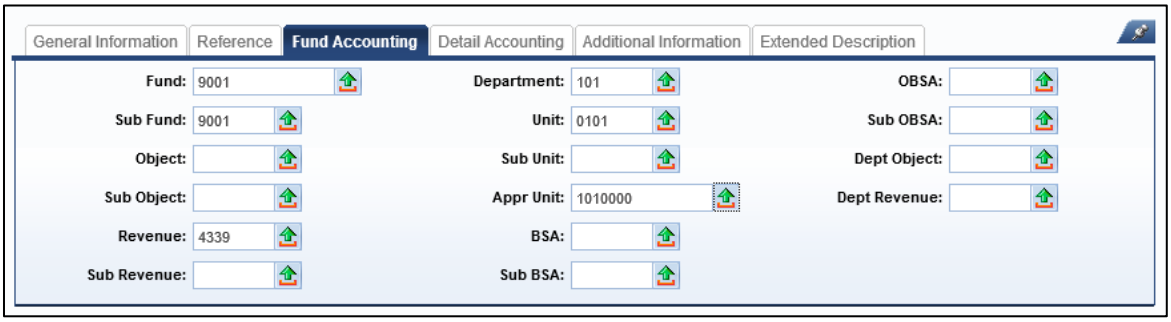
D. Complete the Accounting component of the document.

1. At the bottom of the page, click the **Accounting** component to expand that section.
2. At the bottom of the page, click **Insert New Line**.

3. In the **Line Amount** field, enter ***500***.

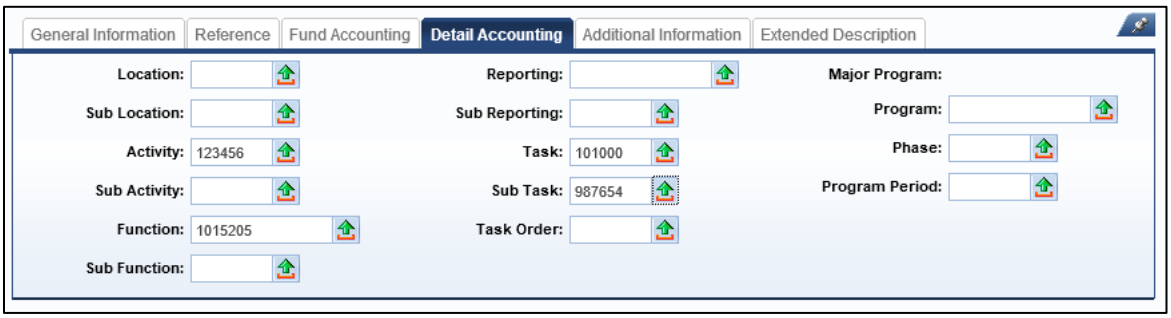


4. Click the **Fund Accounting** tab.
5. In the **Fund** field, enter the data from ***your student data card***.
6. In the **Sub Fund** field, enter the data from ***your student data card***.
7. In the **Revenue** field, enter ***4339.***
8. In the **Department** field, enter the data from ***your student data card***.
9. In the **Unit** field, enter the data from ***your student data card***.
10. In the **Appr Unit** field, enter the data from ***your student data card***.



11. Click the **Detail Accounting** tab.
12. In the **Activity** field, enter the data from ***your student data card***.
13. In the **Function** field, enter the data from ***your student data card***.
14. In the **Task** field, enter the data from ***your student data card***.

15. In the **Sub Task** field, enter the data from ***your student data card***.



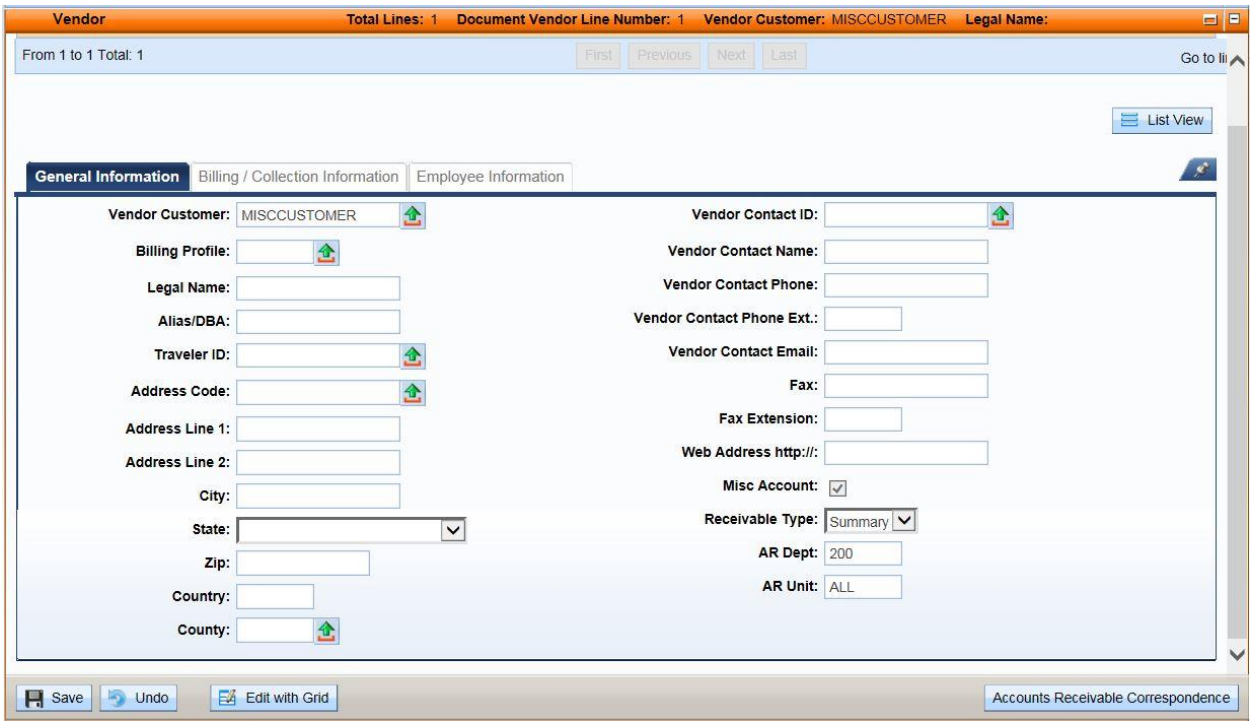
E. Check the RE document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click **Home** in the Primary Navigation Panel to return to the Home Page.

4.8. Summary Receivable

A summary receivable is a Receivable document with the Receivable Type of Summary which does not require a Billing Profile. Summary receivables are used to facilitate budget control and for reporting. In order to create a summary receivable, a Miscellaneous customer must be configured in AFIS. They do not generate a bill, are not eligible for finance charge accrual, and are not picked up in the past-due collection process. They also do not appear on the CUSTS and CUSTA tables.

The Receivable Type field is located in the Vendor section of the Receivable document. When the Receivable Type is set to Summary, the Suppress Invoice Billing and Suppress Auto Fin Charge check boxes are automatically checked.

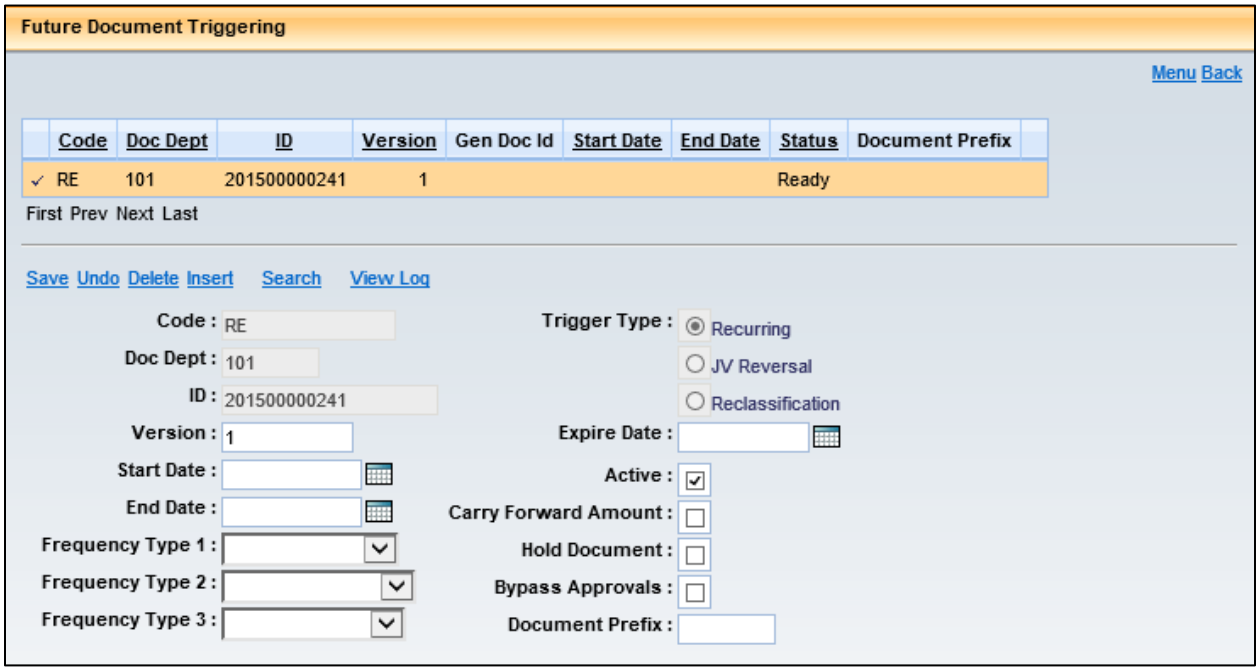


4.9. Create a Recurring Receivable

Departments may need to create Receivable (RE) based document for the same customer(s) on a recurring basis (weekly, monthly, yearly). For these types of receivables, a recurring Receivable may be created, eliminating the need to re-enter information on RE based documents on a regular basis. This process uses the Future Document Triggering table.

Future Document Triggering Table

Once an RE based document is completed, validated, and submitted, it is routed to workflow for approval. When all approvals are applied the document moves to a Final phase. Documents in a Final state can be used to set up a recurring Receivable on the Future Document Triggering (FDT) table.



Users with proper security authorization may access and update the FDT table using the RE based document's Document Menu. From that option, the user is directed to the Future Document Triggering page. Document information is inferred to a new record.

The FDT table has the ability to create documents in Draft/Held status by selecting the Hold Document check box. This gives the user the opportunity to review the RE based document before submitting it for approval. Otherwise, the recurring RE based document(s) is submitted and routed for approval during the nightly cycle. A subset of users with access to the FDT table also has access to select the Bypass Approvals check box. If selected, the recurring RE based document is submitted to Final during the nightly cycle.

The following fields determine the frequency of recurrence:

- **Frequency Type 1** – Choose: One time future, Weekly, Monthly by Day, Monthly by Date
- **Frequency Type 2** – Indicate the weekly or monthly recurrence pattern
- **Frequency Type 3** – Specify the day of the week, day of the month, or date in the month

The following fields specify additional information for the record:

- **Recurring** – This radio button is automatically populated on a new record
- **Start Date** – The date the recurring RE based document should start
- **End Date** – The date the recurring RE based document should end; will not allow an end date beyond the current fiscal year
- **Expire Date** – The date the trigger record will be removed from online view; if left blank, this will calculate 6 months from the Start Date
- **Carry Forward Amount** – Select if the Line Amount field on the original document should be copied forward to recurring documents

Once the nightly Future Document Triggering job is complete, users will be able to check for the recurring documents on the FDT table, by searching for the original Receivable. All related recurring Receivable's will be listed in the grid on the FDT table. The Page Search function or Jump to field can be used to go directly to the FDT table.

ACTIVITY 4.9

Set up a Recurring RE Document

Scenario

You have received a request to set up a recurring Receivable document for a customer that needs to be billed on the first day of every month for the next year.

Setup

✓ User is logged into the AFIS Home Page.

Steps

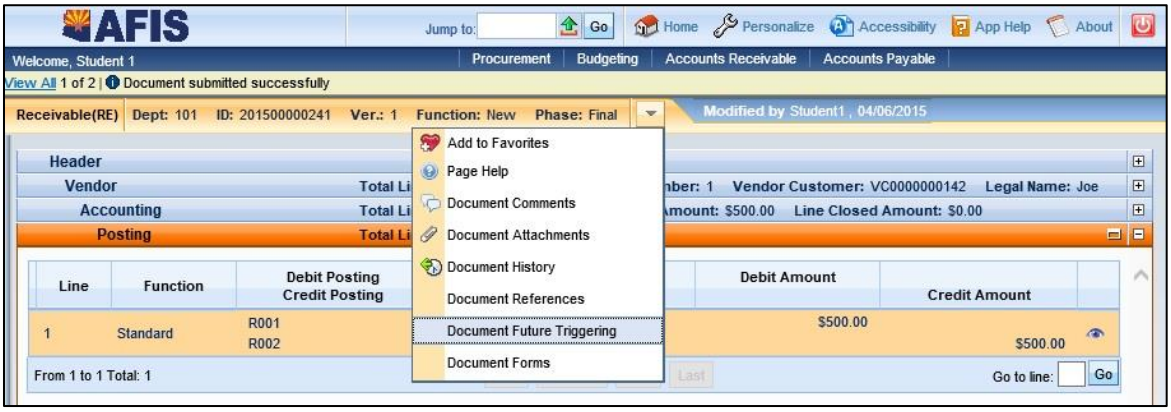
A. Locate and open the Final RE document in the Document Catalog.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***RE***.
4. In the **Dept** field, enter the data from ***your student data card***.
5. In the **ID** field, enter the data from ***your student data card***.
6. Click **Browse**.

7. Click the **ID** link for the document in the results. The document opens.

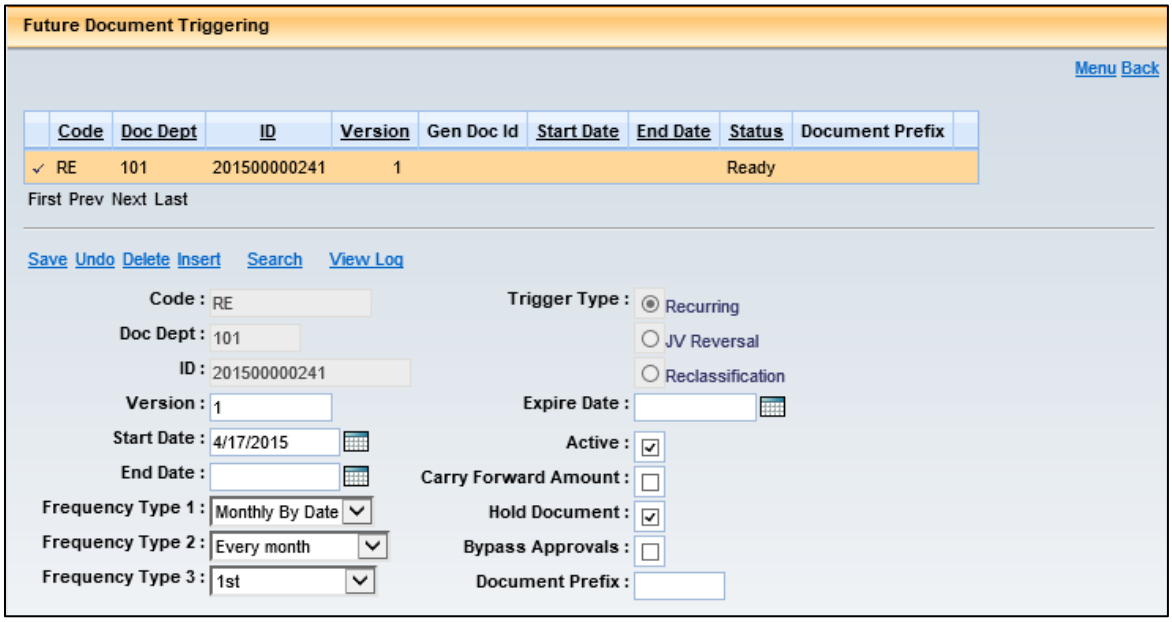
B. Navigate to the Future Document Triggering table.

1. In the RE document, click the **Document Menu**.
2. In the Document Menu, click **Document Future Triggering**.



C. Create a record on the FDT table.

1. Click **Insert**. The Doc Code, Doc Dept, and Doc ID fields are auto populated with the RE document information. The Recurring radio button is automatically checked.
2. In the **Start Date** field, enter ***today's date***.
3. In the **Frequency Type 1** field drop down menu, select ***Monthly by Date***.
4. In the **Frequency Type 2** field drop down menu, select ***Every Month***.
5. In the **Frequency Type 3** field drop down menu, select ***1st***.
6. Select the **Hold Document** check box to enable a review of the document before it is submitted.



7. Click **Save**. The Active check box is checked. The Carry Forward Amount check box is not checked.
8. Click **Back** to return to the document.
9. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

4.10. Research Receivables

Receivable documents are tracked on the Customer Account Information (CUSTA), Customer Information (CUSTS), and Receivable Search (RESTA) tables. The CUSTA table has drill down features (Magnifying Glass) that can be used to research the specific documents that have impacted certain field amounts. Clicking the magnifying glass icon next to a field will direct the user to the Detailed Transaction Listing page.

ACTIVITY 4.10

Research Receivables and Customer Accounts

Scenario

You want to check the accounting impact of Receivables for customer accounts on the CUSTA, CUSTS, and RESTA tables.

Setup

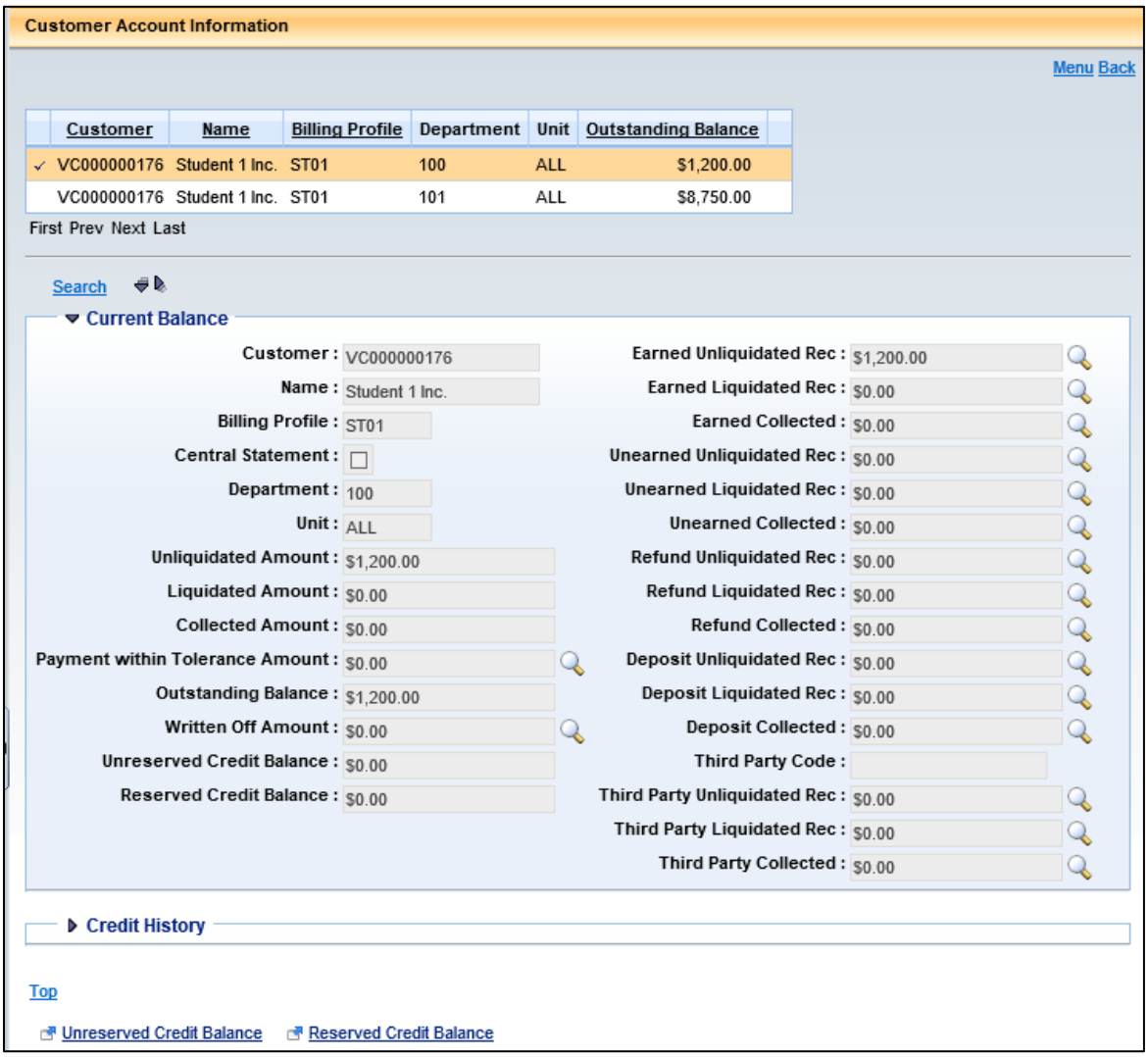
✓ User is logged into the AFIS Home Page.

Steps

A. Navigate to and review the CUSTA updates.

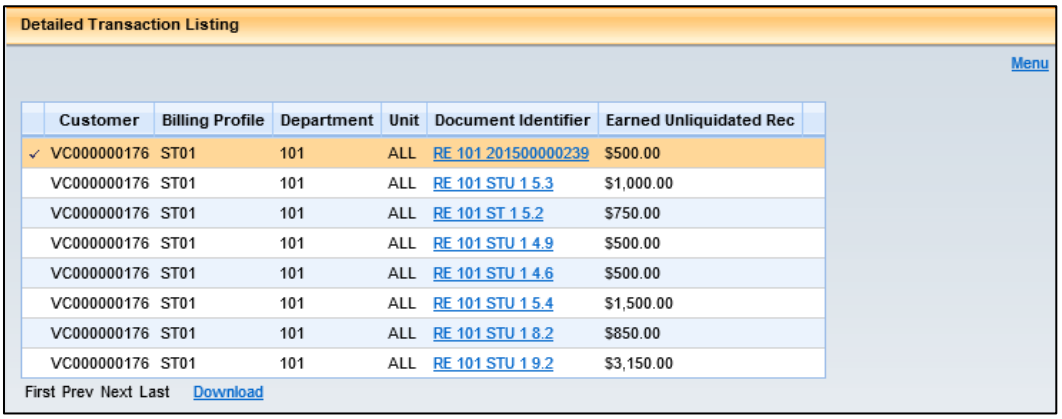
1. In the **Jump to** field, enter ***CUSTA***.
2. Click **Go**. The Customer Accounting Information table opens along with a Search pop up window.
3. In the Search window, in the **Customer** field, enter the **Vendor/Customer ID** from ***your training card***.
4. In the **Billing Profile** field, enter the data from ***your student data card***.

5. Click **Ok**. The CUSTA records for the customer and billing profile are displayed.



6. Review the record; observe the Earned Unliquidated Rec field.

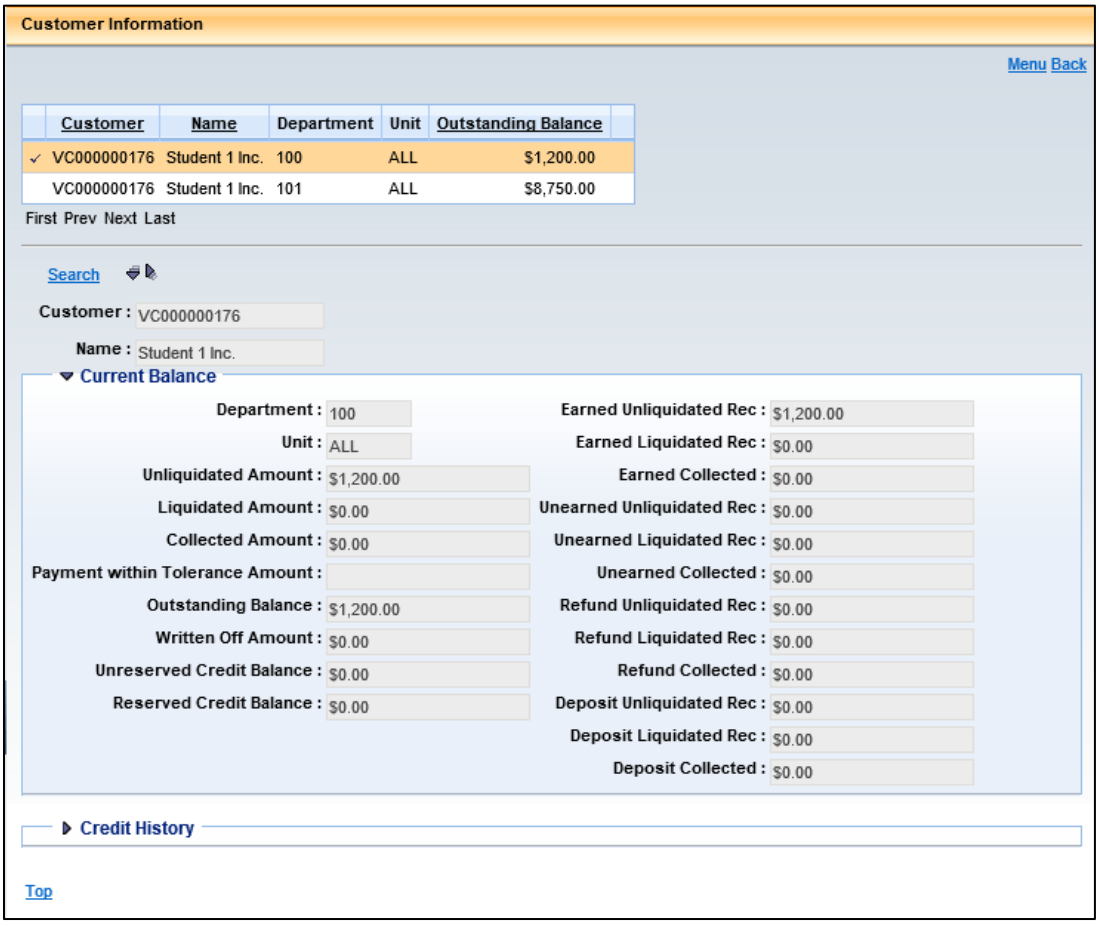
7. Click the **Magnifying Glass** icon next to the Earned Unliquidated Rec field. The Detailed Transaction Listing is displayed.



8. Click **Ok** to return to the CUSTA table.

B. Navigate to and review the CUSTS updates.

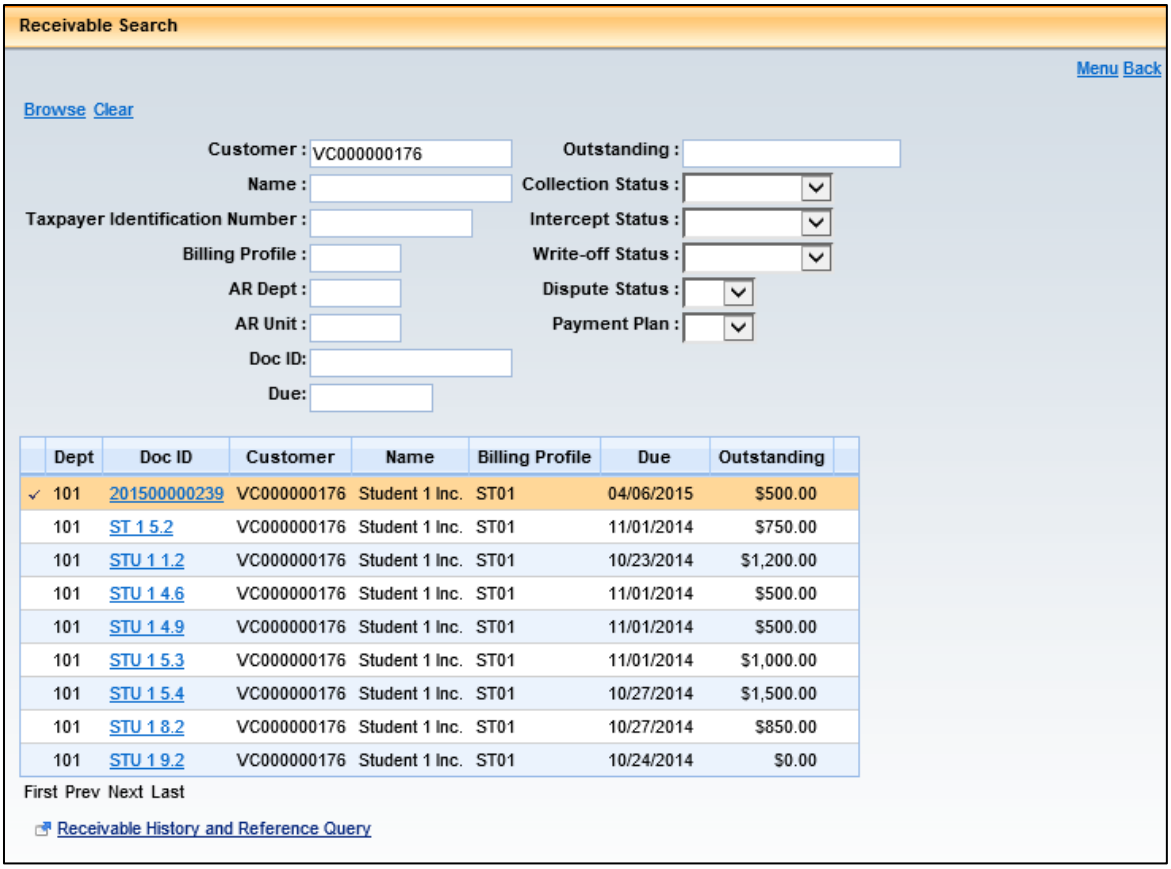
1. In the **Jump to** field, enter ***CUSTS***.
2. Click **Go**. The Customer Information table opens along with a Search pop up window.
3. In the Search window, in the **Customer** field, enter the Vendor/Customer ID from ***your student data card***.
4. Click **Ok**.



5. Review the record; observe the values in the balance fields.

C. Navigate to and review the RESTA updates.

1. In the **Jump to** field, enter ***RESTA***.
2. Click **Go**. The Receivable Search page opens.
3. In the **Customer** field, enter the Vendor/Customer ID from ***your student data card***.
4. Click **Browse**.



5. Review the records, using the navigation buttons below the grid to look through the documents.
6. Observe the information displayed in the Due and Outstanding columns for each document in the results.
7. Click a **Doc ID** link in the grid to open that document.
8. Review the document.
9. Click **Close**.
10. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

Lesson Summary

In this lesson, you:

- Identified the State process for Receivable document creation
- Examined the Receivable document components
- Reviewed Receivable document data entry
- Created a Receivable document
- Examined the requirements to bill a vendor for a refund
- Created a Receivable from a template
- Created a Receivable for a one-time customer
- Examined the Summary Receivable process
- Created a Recurring Receivable using Future Document Triggering
- Researched Receivables on inquiry tables

Check Your Progress

1. The RE based document can be used for which of the reasons below?

    a. Bill for goods and services
    b. Make a payment to a vendor
    c. Anticipate a vendor refund
    d. Both a and c
    e. All of the above

2. In order to bill a one-time customer, you must set that customer up first.

    a. True
    b. False

3. Which page in AFIS allows you to see earned unliquidated amounts and earned collected amounts by customer and billing profile?

    a. CUSTS
    b. RESTA
    c. CUSTA
    d. CACT

5. Receivable Modification

Learning Objectives

In this lesson, you will:

- Identify the State process for Receivable modification
- Create a modified Receivable
- Modify a Receivable for customer dispute
- Cancel a Receivable

Lesson Overview

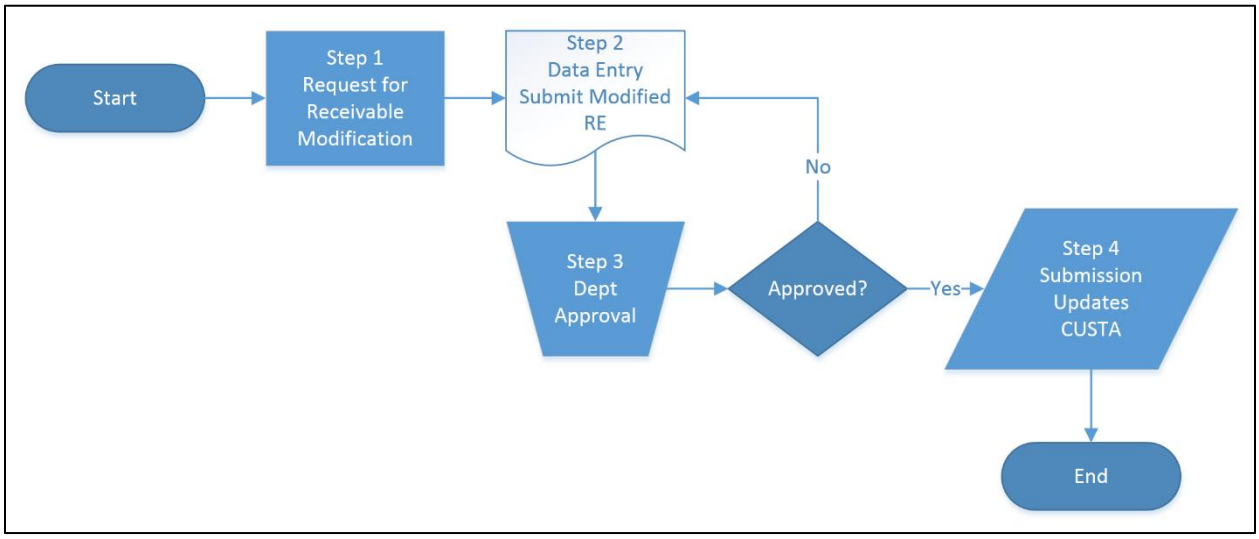
Receivable (RE) based documents must be corrected when they contain incorrect data. This is often accomplished through a modification of the document. Modifications can change the dispute status, dollar amounts, and accounting details. In a Final state Receivable, some values cannot be modified, such as the customer and billing profile. In such cases, the document must be discarded and recreated.

5.1. State Process Overview

The steps below describe the statewide process, for the RE, RETRI or CARE documents. Your agency may have additional requirements. This process is referenced in To Be ID AR-TB-004 and represented by Figure 4 below.

1. The requesting Department has determined that an existing Receivable (RE) needs modification.
2. The requesting Department is responsible for creating the modified RE document draft. The user accesses the existing RE document to make the necessary modifications. Any supporting documentation may be attached to the document at this time. Upon completion of the data entry, the modified RE document is submitted and routed for approval.
3. The modified RE document and any attached documentation are reviewed by an authorized Department level approver. If the approver determines the RE document has missing or incorrect data, then the RE document is rejected and returned for corrections to Step 2. If approved, proceed to Step 4.
4. The modified RE document final submission updates the Customer Account Information (CUSTA) and other tables associated with the transaction within AFIS.

Figure 4: Modify a Receivable Document (AR-TB-004)



5.2. Receivable Modification

An agency may need to modify an RE based document to correct accounting errors, add customer dispute information, or to modify amounts. Users modify an existing document by clicking the Edit button from inside the document. This creates a new version of the document, in Draft phase. Version numbers are assigned automatically, in sequential order.

Line Amounts

The Receivable Line Amount can be changed by entering the correct value on the affected Accounting line. The Line Amount can be reduced by an amount equal to or less than the Outstanding Amount shown on the Additional Information tab. For example, if $25 has already been collected against a $100 Receivable Accounting line, the line can be reduced by up to $75. The Line Amount can be increased at any time by any amount.

Event Types and Chart of Accounts Elements

To change the Event Type and Chart of Accounts elements, the current Accounting line must be closed and a new line created with the correct values. The line is closed by reducing the Line Amount by the current Outstanding Amount. If the line has been partially closed, there is no change to the Posting lines of the closed amount.

Accounting Lines

New lines may also be added to the RE document through a modification. In the Accounting section, the Insert New Line button creates a new blank line. Alternatively, the copy and paste features can be used to create a new line from an existing line.

Lines can be closed on the document by changing the Line Amount to zero.

Adjustment Reason

When completing an RE modification, each Accounting line that is changed requires a valid Reason code is entered in order to validate and submit the document. The Reason code specifies the reason for the modification and helps in the document review process.

ACTIVITY 5.2

Create a Receivable Modification to Correct Errors

Scenario

Errors have been discovered in a Final state Receivable document. You will create a modification to correct the errors and submit the document.

Setup

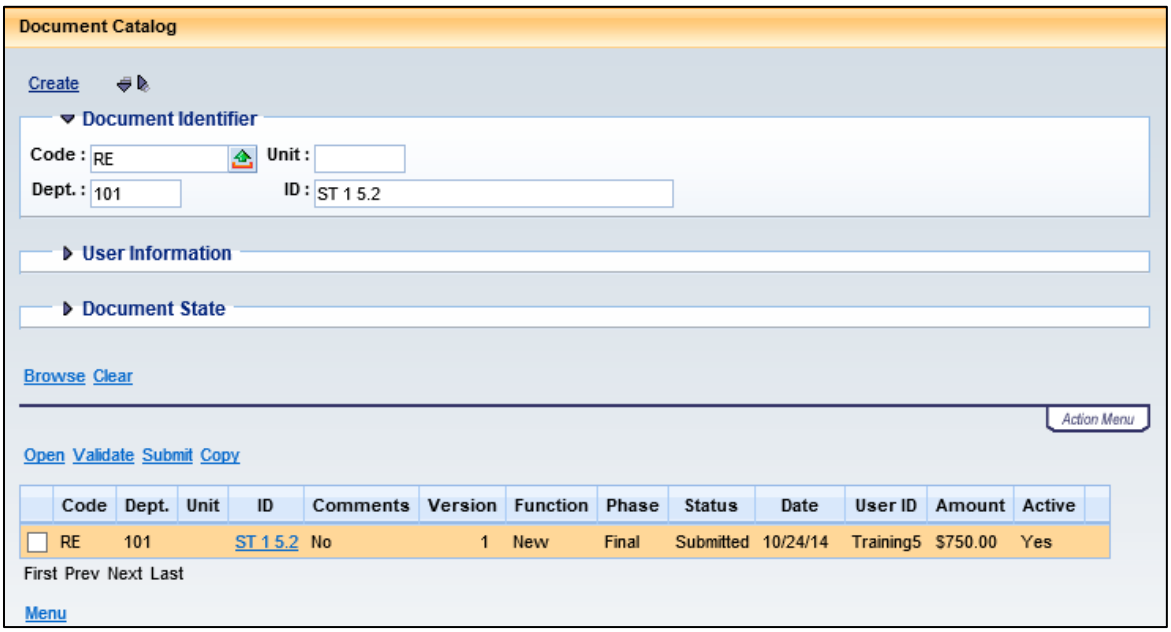
- ✓ User is logged into the AFIS Home Page.

Steps

A. Search for an existing Receivable document.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***RE***.
4. In the **Dept** field, enter the data from ***your student data card***.
5. In the **ID** field, enter the data from ***your student data card***.

6. Click **Browse**.



7. Click the document **ID** link to open the document.

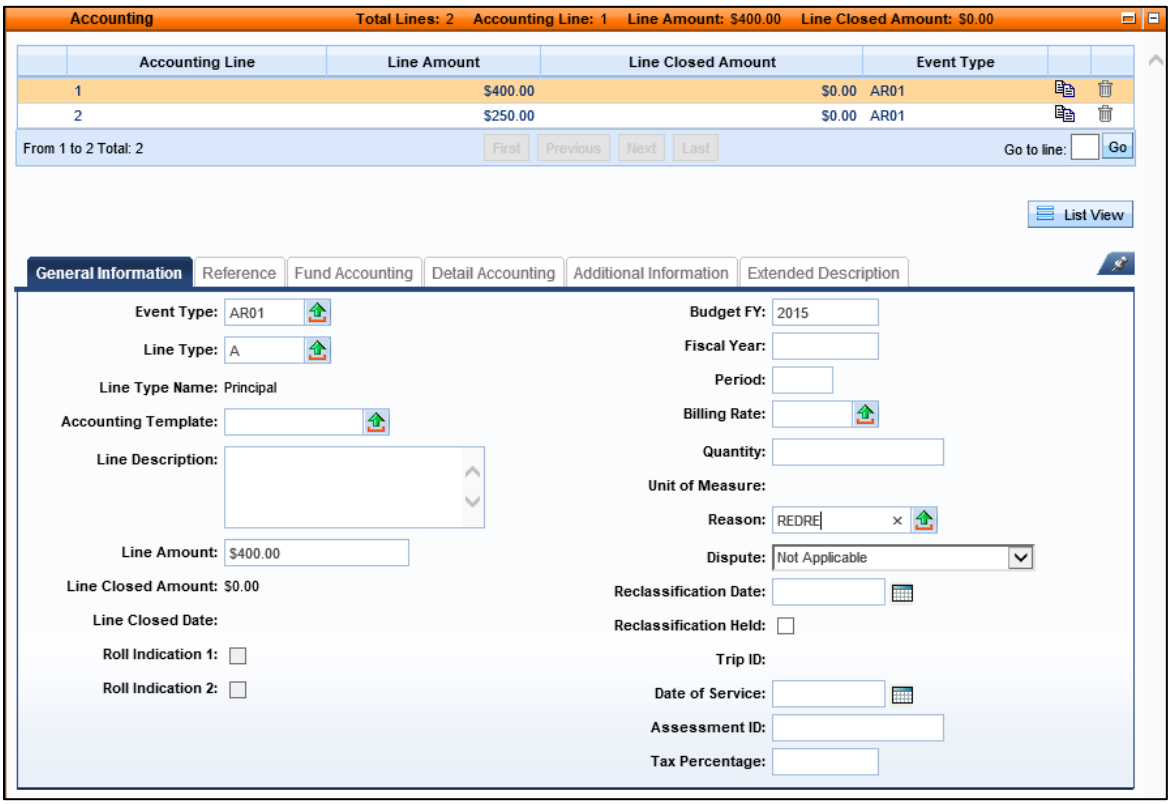
B. Create a new Draft version of the Receivable document.

1. At the bottom of the document, click **Edit**.
2. Observe that a new document has been created, with a Version: 2, Function: Modification and Phase: Draft.

C. Correct the Accounting information in the document.

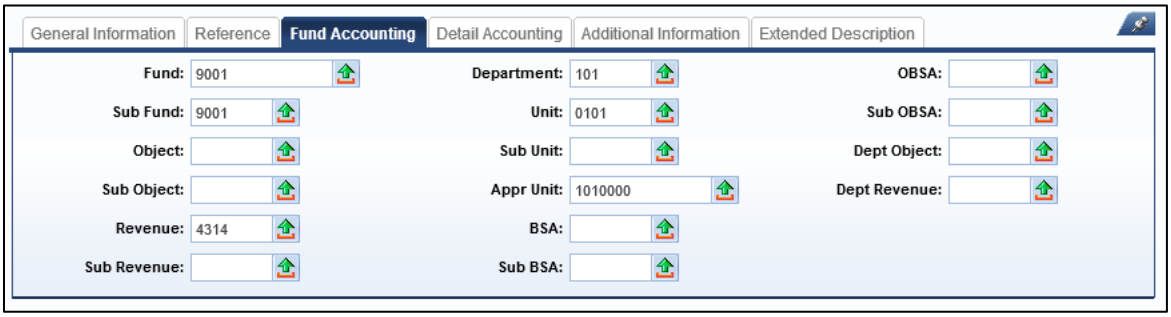
1. Click the **Accounting** section to expand that section.
2. In the grid, observe the existing Accounting lines.
3. In the details for the first Accounting line, in the **Line Amount** field, change the value to ***400***.

4. In the **Reason** field, select ***REDRE*** (Reduce Receivable Amount) from the pick list.



D. Change the Line Type for the second Accounting line.

1. In the **Accounting line** grid, click the Second Accounting line to display the details for that line.
2. In the **Line Type** field, select ***D*** (Admin Fee) from the pick list.
3. In the **Reason** field, select ***RECLASS*** (Reclassification) from the pick list.
4. Click the **Fund Accounting** tab.
5. In the **Revenue** field, enter ***4314***.



E. Check the RE modification document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

5.3. Modify Receivable for Dispute

A department may need to record a customer that is in dispute by modifying the Receivable's Document Disputed Status field in the Header section to Disputed. In the Vendor section, on the Billing/Collection tab, the Suppress Auto Fin Charge check box must be checked and a reason must be entered on each Accounting line. If the Auto Fin Charge should still apply, then do not check this box, and instead apply an override to the document, to override the error requiring this.

ACTIVITY 5.3

Modify a Receivable to Record Dispute

Scenario

A customer has disputed a bill they received. You need to update the Receivable document in AFIS to reflect the dispute.

Setup

✓ User is logged into the AFIS Home Page.

Steps

A. Search for an existing Receivable document.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***RE***.
4. In the **Dept** field, enter the data from ***your student data card***.
5. In the **Doc ID** field, enter the data from ***your student data card***.
6. Click **Browse**.
7. Click the document **ID** link to open the document.

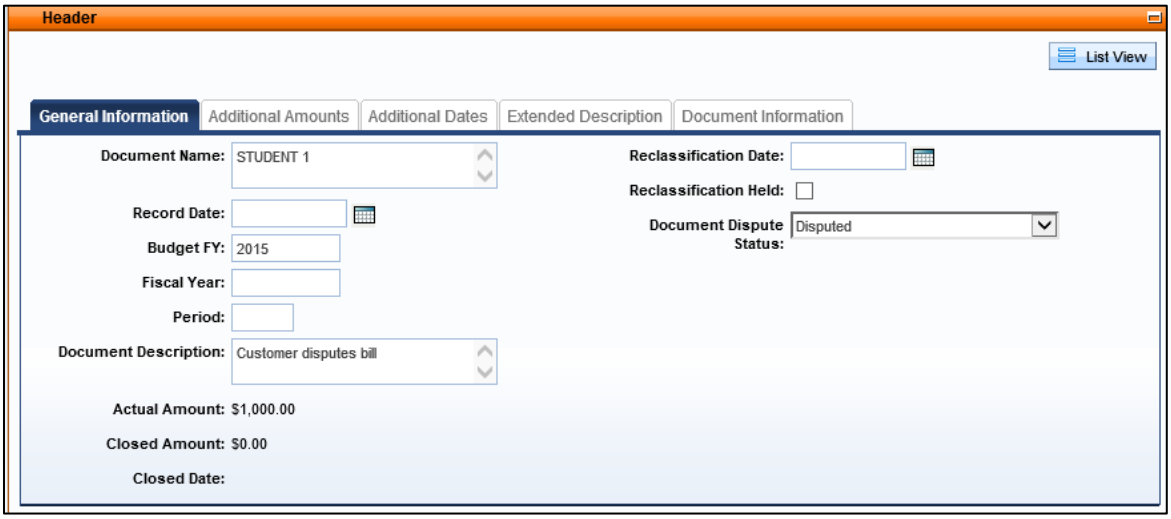
B. Create a new Draft version of the Receivable document.

1. At the bottom of the document, click **Edit**.

2. Observe that a new document has been created, with a Version: 2, Function: Modification and Phase: Draft.

C. Complete the Header section of the document.

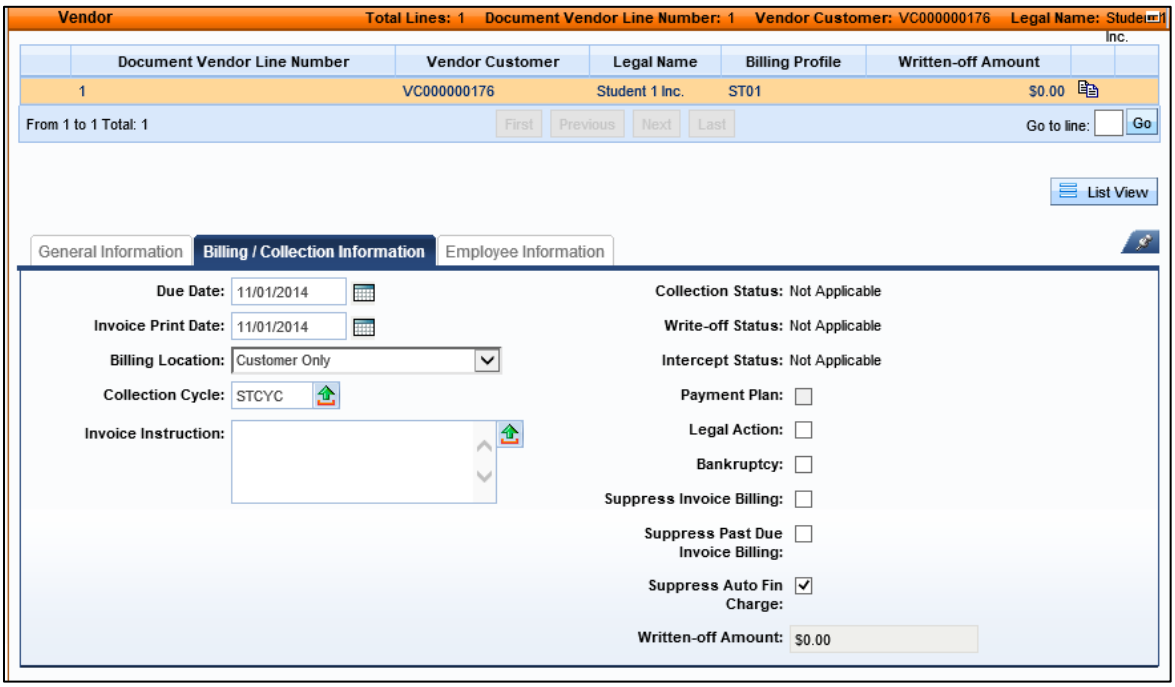
1. In the **Document Description** field, enter ***Customer disputes bill***.
2. In the **Document Dispute Status** field, select ***Disputed*** from the drop down menu.



D. Complete the Vendor section of the document.

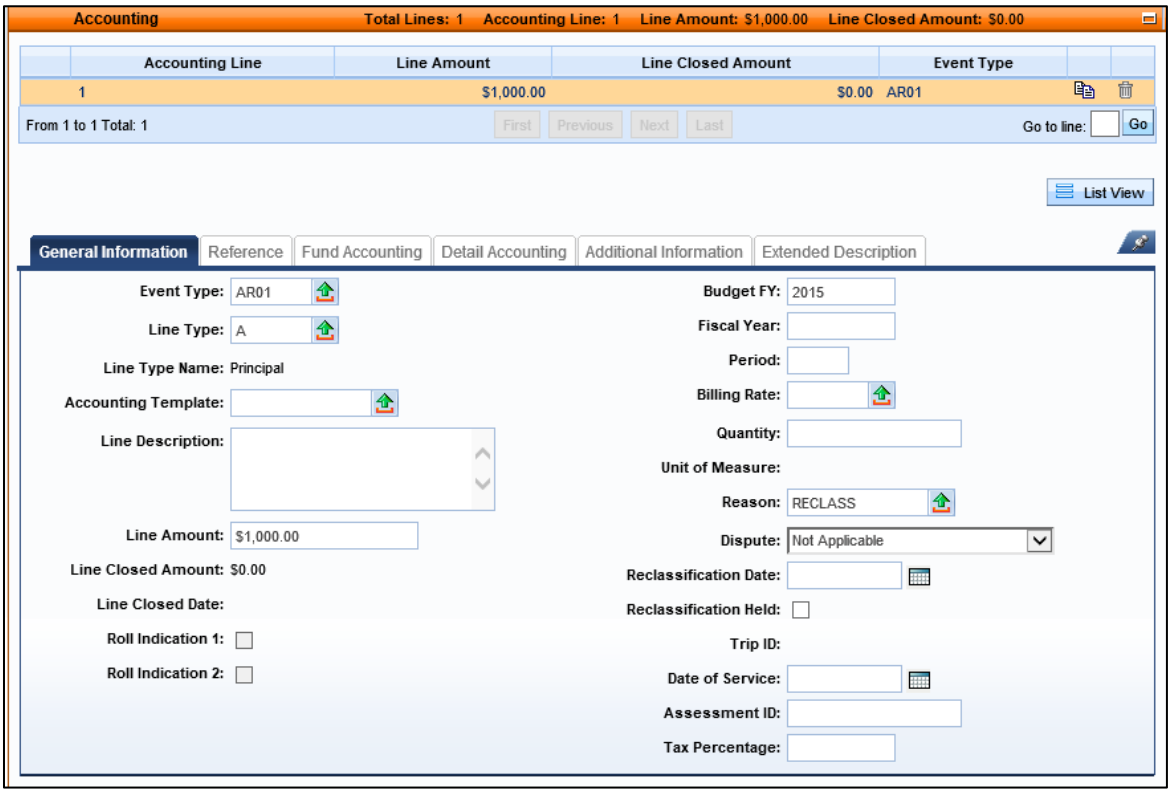
1. Click the **Vendor** section to expand that section.
2. Click the **Billing/Collections** tab.

3. Check the **Suppress Auto Fin Charge** check box.



E. Complete the Accounting section of the document.

1. Click the **Accounting** section to expand that section.
2. In the **Reason** field, select ***RECLASS*** (Reclassification) from the pick list.



F. Check the RE modification document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click **Home** in the Primary Navigation Panel to return to the Home Page.

5.4. Receivable Cancellation

In AFIS, the Discard feature is used to either remove a draft version of a document completely or to cancel a document in a Final phase. Cancelling a Final phase document will reverse the accounting impact and customer tracking updates however; the document will remain in the system. Cancellation is not used for Write-Off purposes; see Section 9 of this guide for procedures to Write-Off Uncollectable Amounts.

Discard a Draft Document

To remove a draft version of a document, open the document and click Discard. A prompt appears to confirm the action. Clicking Ok will close and remove the draft from AFIS.

Cancel a Final Document

There are times when a Receivable document must be cancelled. For example, if the wrong customer or billing profile were entered on the RE based document, it must be cancelled and recreated using the correct information. Receivables that have been referenced by another document cannot be discarded.

When Discard is used on a document in Final state, it will create a Draft Cancellation version of the document. Only a few fields are available for data entry on a Draft Cancellation version of a document, and no data entry is required. Submitting a Draft Cancellation version routes the document to workflow for approval.

ACTIVITY 5.4

Cancel a Receivable Document

Scenario

A previously submitted and approved Receivable document needs to be cancelled out and its accounting impact reversed.

Setup

✓ User is logged into the AFIS Home Page.

Steps

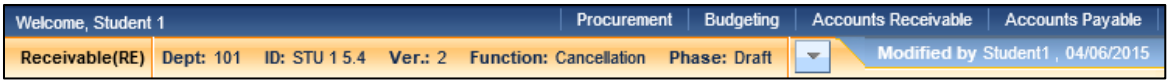
A. Search for an existing Receivable document.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***RE***.
4. In the **Dept**. field, enter the data from ***your student data card***.
5. In the **Doc ID** field, enter the data from ***your student data card***.
6. Click **Browse**.
7. Click the document **ID** link to open the document.

B. Create a new Draft Cancellation version of the Receivable document.

1. At the bottom of the document, click **Discard**.

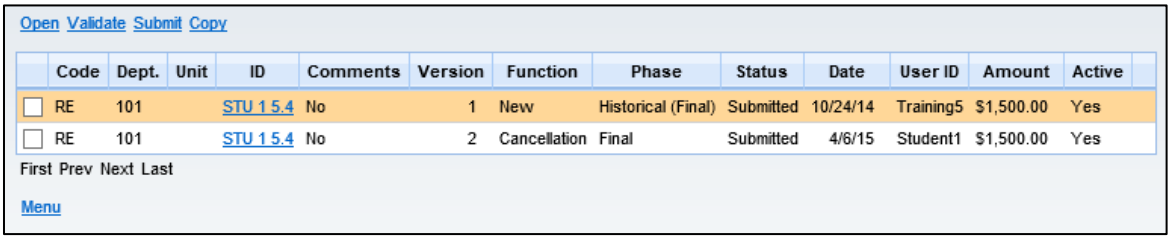
2. In the message window that appears, click **Ok** to confirm the action.
3. Observe that a new document has been created, with a Version: 2, Function: Cancellation and Phase: Draft.



C. Submit the Receivable cancellation document.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click **Close**. The original Receivable document is displayed.

4. Click **Close**. The Document Catalog is displayed.
5. Observe that two versions of the RE document now exist. Version 1 is in Historical (Final) status and Version 2 is in Cancellation (Final) status.



6. Click **Home** in the Primary Navigation Panel to return to the Home Page.

Lesson Summary

In this lesson, you:

- Identified the State process for Receivable modification
- Created a modified Receivable
- Modified a Receivable for customer dispute
- Cancelled a Receivable

Check Your Progress

1. Which of the following items can be changed on a modified RE based document?
    a. Amount
    b. Customer
    c. Chart of Accounts elements
    d. Both a and c
    e. None of the Above

2. When modifying an RE based document, a reason code must be entered on each accounting line.
    a. True
    b. False

3. Which actions must be approved through workflow?
    a. Modify an RE document
    b. Cancel a draft RE
    c. Cancel a Finalized RE
    d. Both a and c

6. Generate Bills

Learning Objectives

In this lesson, you will:

- Review statement and invoices
- Examine the Billing configuration and setup
- Review how to control billing output
- Examine the process of generating statements
- Examine the process of generating invoices
- Review how to reprint statements or invoices
- Examine the on-demand printing features

Lesson Overview

The Accounts Receivable features of AFIS provide the ability to generate statements and invoices in order to request payment from customers based on receivables entered into the system. This process is enabled through the setup of reference tables and submission of batch processes. The table setup defines billing controls such as: frequency, receivable selection, and invoice and statement presentation. The batch processes produce the statements and invoices while recording the activity in AFIS.

6.1. Statements and Invoices

A statement is a presentation of a customer account at a certain point in time that includes the total outstanding amount owed. The statement typically includes the customer's previous balance, recent transactions, and payments received during the last billing period. Various fields that are manually inputted will display on the statement, professional verbiage and proper grammar/spelling should always be used.

An invoice requests payment from a customer. An invoice includes the details of a specific receivable such as cost per unit, total cost, and applicable tax. An invoice also provides a payment due date.

Customers may be notified by statements, invoices, or both statements and invoices. Both statements and invoices are used to communicate an outstanding balance to customers, are produced though AFIS batch processing, can be printed and mailed or issued electronically, and require setup of reference tables to define processing parameters.

Statements and invoices differ in the presentation format and the production schedule. Invoices are produced for each final Receivable (RE) based document, during the next nightly Invoice Generation process, while statements reflect all accounts receivable processing and follow the schedule determined on the Billing Profile (monthly, quarterly, etc.).

A Department specific logo can also be printed on both current and past due invoices and statements. Department logos are attached to the Department (DEPT) table. The DEPT table is central table maintained by GAO.

6.2. Billing Configuration

Billing processes are managed through online table configuration. The System Options (SOPT), Billing Profile (BPRO), and Customer Account Options (CACT) tables store values that impact billing. Several configurable billing features must be enabled, system-wide, on the System Options table. These features can be customized on the Billing Profile and Customer Account Options tables to support various billing requirements.

Billing Profiles define the characteristics of a bill. Billing Profiles are assigned to a Department and Unit, however, a value of ALL may be used to permit State-wide use. Customization options available on the Billing Profile table are:

- Designate use of invoices, statements, or both
- Establish a minimum billing amount
- Define the frequency of statement generation
- Select instructions to be written on invoices, statements, and other notifications
- Establish Collection and Write-Off rules
- Specify finance charges to be applied to past due receivables

Customer Accounts are a combination of a Customer code and a Billing Profile. Customer Accounts are defined on the Customer Account Options table. Customers may have multiple accounts that support a different billing condition.

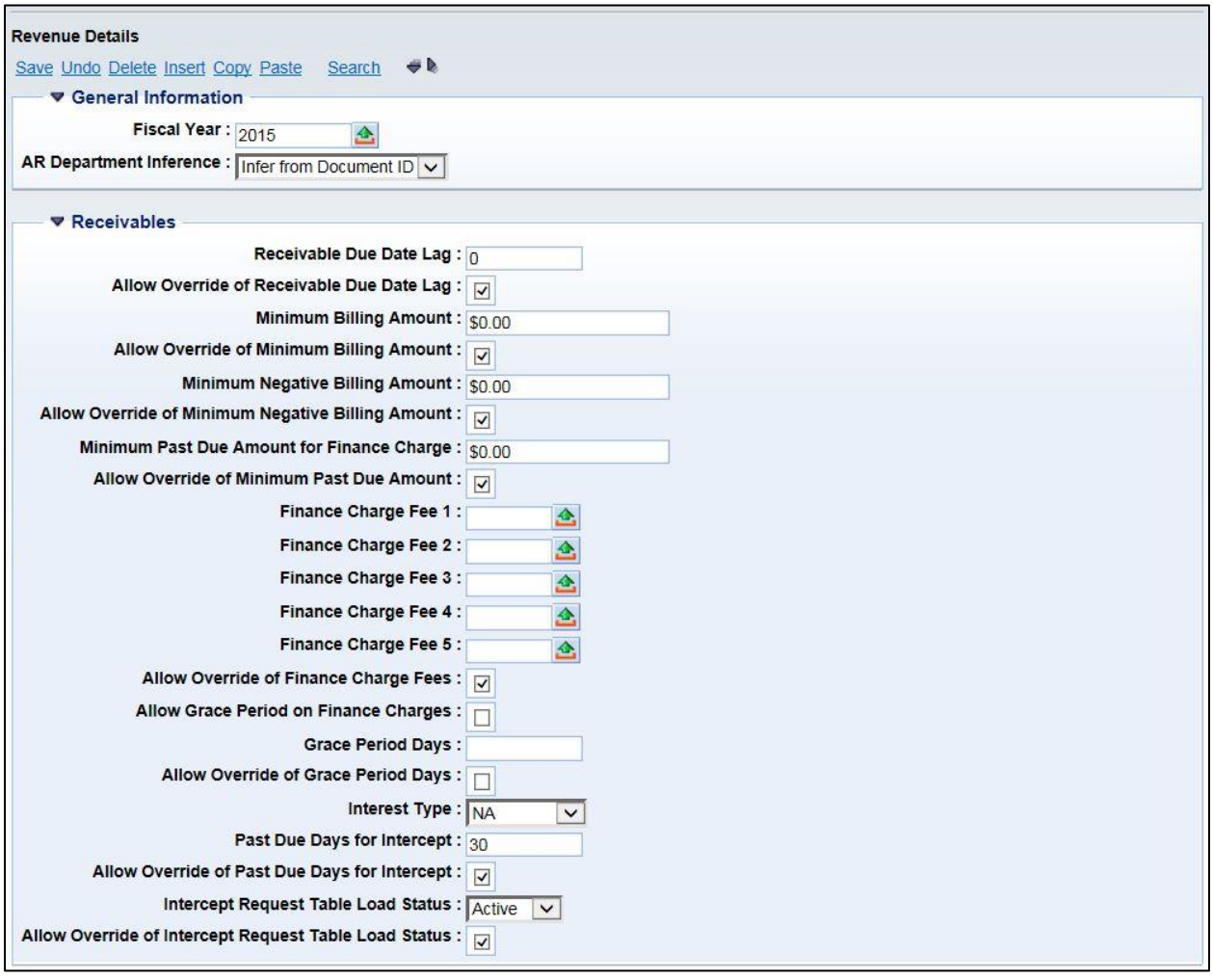
System Options Table

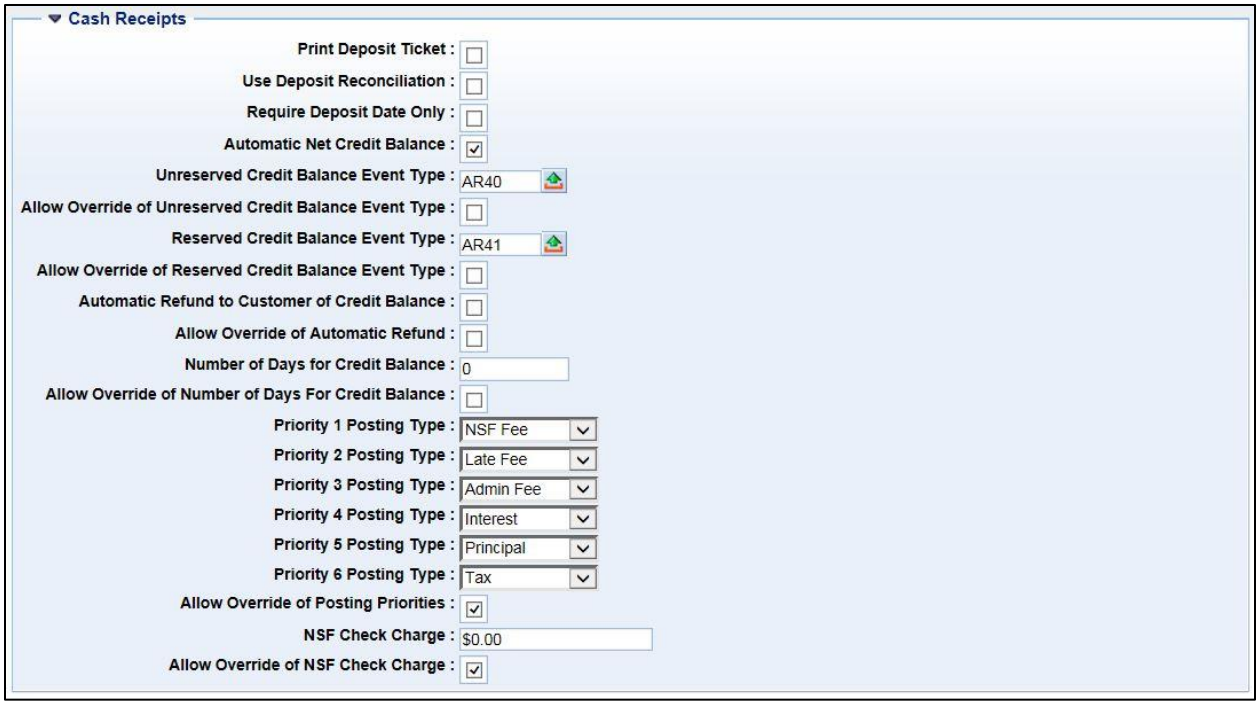
The System Options (SOPT) table Revenue section, Receivables tab, contain default parameters for the billing process when not defined on the Billing Profile (BPRO) table. The recommended approach is to define these parameters on BPRO instead of SOPT. Some of the key fields on the SOPT include:

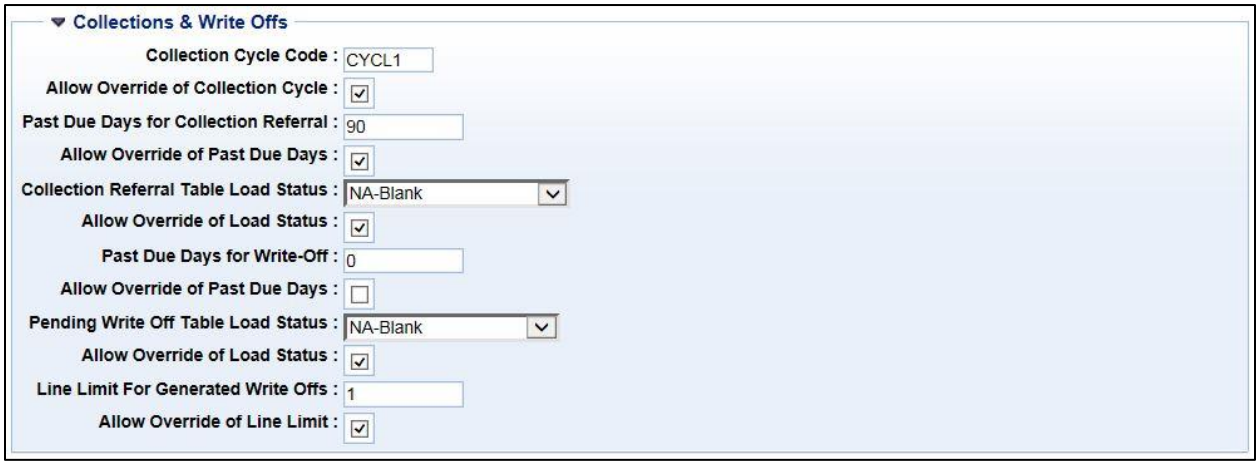
- **Receivable Due Date Lag** – The number of days after Receivable Date that the receivable is due. This is when late fees and interest will be applied
- **Minimum Billing Amount** – The minimum amount necessary to issue an invoice or statement

- **Minimum Negative Billing Amount** – The negative minimum amount that a customer account must total in order to be selected for the automatic billing process. This only applies to customers who receive statements and does not affect the printing or emailing of invoices
- **Default Collection Cycle** – Collection parameters used in the collection process that record the number of days past the due date that customers are notified of overdue bills through past due notices and collection letters
- **Allow Override** – These options on the SOPT permit the entry of a different value for the corresponding field on the Billing Profile table
- **Priority Posting Type** fields- These fields impact the sequence in which a payment should be applied to an outstanding receivable. The SOPT record provides the standard sequence as approved by the AG's Office. They can be overridden in the Billing Profile.

The System Options table is displayed below.

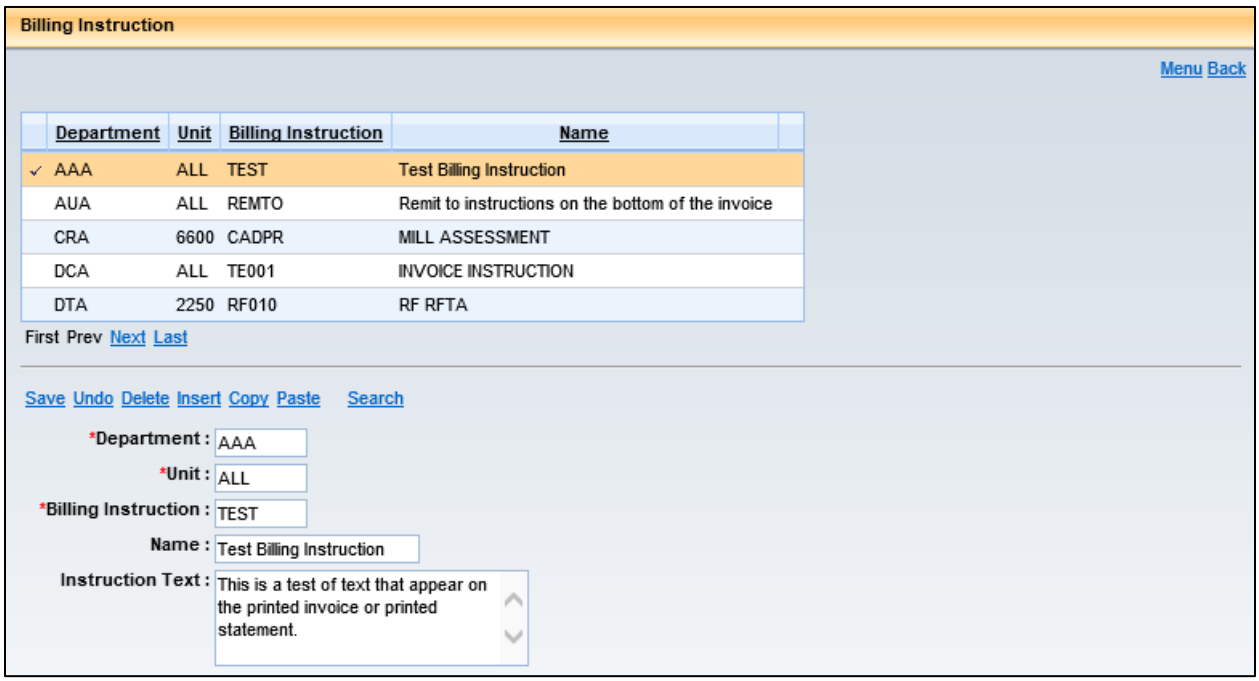



Cash Receipts
Print Deposit Ticket :
Use Deposit Reconciliation :
Require Deposit Date Only :
Automatic Net Credit Balance :
Unreserved Credit Balance Event Type : AR40
Allow Override of Unreserved Credit Balance Event Type :
Reserved Credit Balance Event Type : AR41
Allow Override of Reserved Credit Balance Event Type :
Automatic Refund to Customer of Credit Balance :
Allow Override of Automatic Refund :
Number of Days for Credit Balance : 0
Allow Override of Number of Days For Credit Balance :
Priority 1 Posting Type : NSF Fee
Priority 2 Posting Type : Late Fee
Priority 3 Posting Type : Admin Fee
Priority 4 Posting Type : Interest
Priority 5 Posting Type : Principal
Priority 6 Posting Type : Tax
Allow Override of Posting Priorities :
NSF Check Charge : $0.00
Allow Override of NSF Check Charge :


Collections & Write Offs
Collection Cycle Code : CYCL1
Allow Override of Collection Cycle :
Past Due Days for Collection Referral : 90
Allow Override of Past Due Days :
Collection Referral Table Load Status : NA-Blank
Allow Override of Load Status :
Past Due Days for Write-Off : 0
Allow Override of Past Due Days :
Pending Write Off Table Load Status : NA-Blank
Allow Override of Load Status :
Line Limit For Generated Write Offs : 1
Allow Override of Line Limit :

Billing Instructions Table

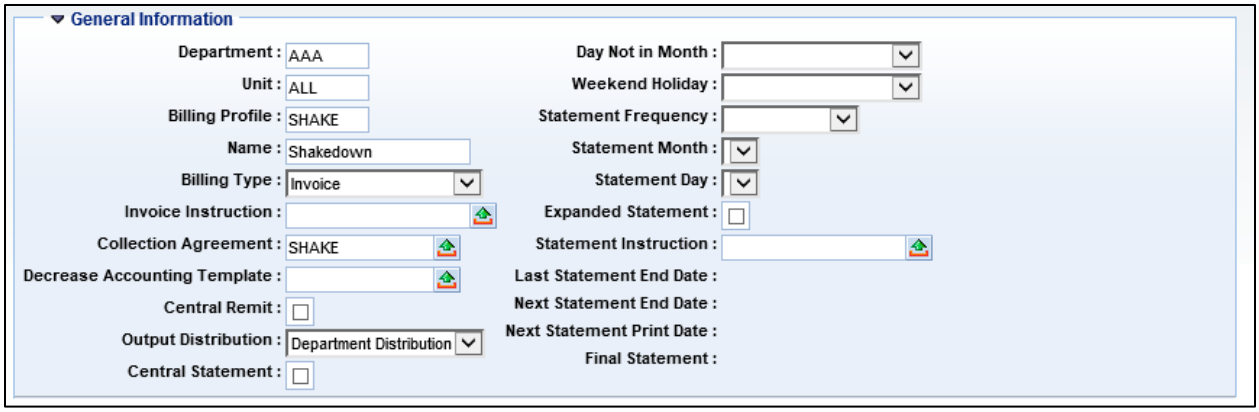
The Billing Instructions (BINST) table defines the text that will print on statements, invoices, and other correspondence sent to customers. Each record on the Billing Instructions table defines a Department and Unit that may use the instruction. The Billing Instruction code is the table identifier for the record. The Name and Instruction Text fields allow the user to define and write the text that will be printed when the instruction is referenced.



Billing Profile Table

The Billing Profile (BPRO) table defines the rules for a bill. The General Information tab controls the production of statements and invoices. Some of the key fields on the BPRO table are:

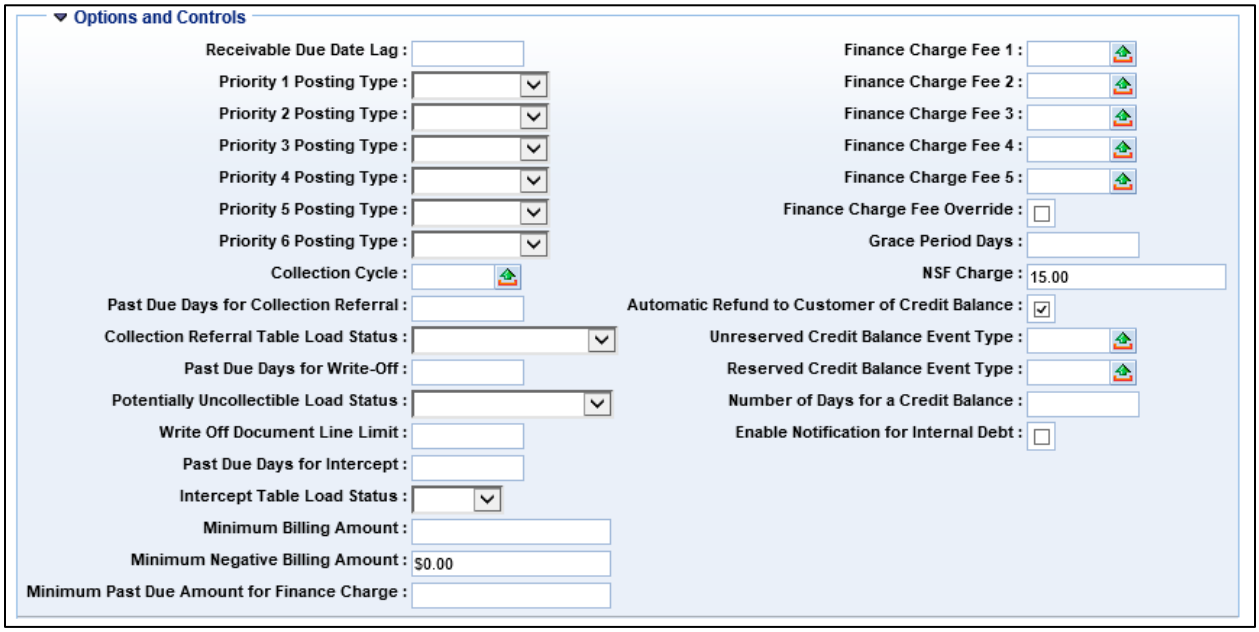
- **Department** – Controls the department that may use the Billing Profile. An ALL Department provides the default billing record if a specific Billing Profile record is not available.
- **Unit** – Controls the unit that may use the Billing Profile. An ALL Unit provides the default billing record if a specific Billing Profile record is not available.
- **Name** – A brief identifier for the Billing Profile
- **Billing Type** – Defines the method of billing; options are Both, Invoice, Statement, Cost Accounting Billing and No Billing Required
- **Invoice Instruction** – Optional. Used when Billing Type is Invoice; values are chosen from the BINST table



The Billing Profile table provides information regarding the status of statement generation. The following fields are system maintained by the Statement Generation batch process:

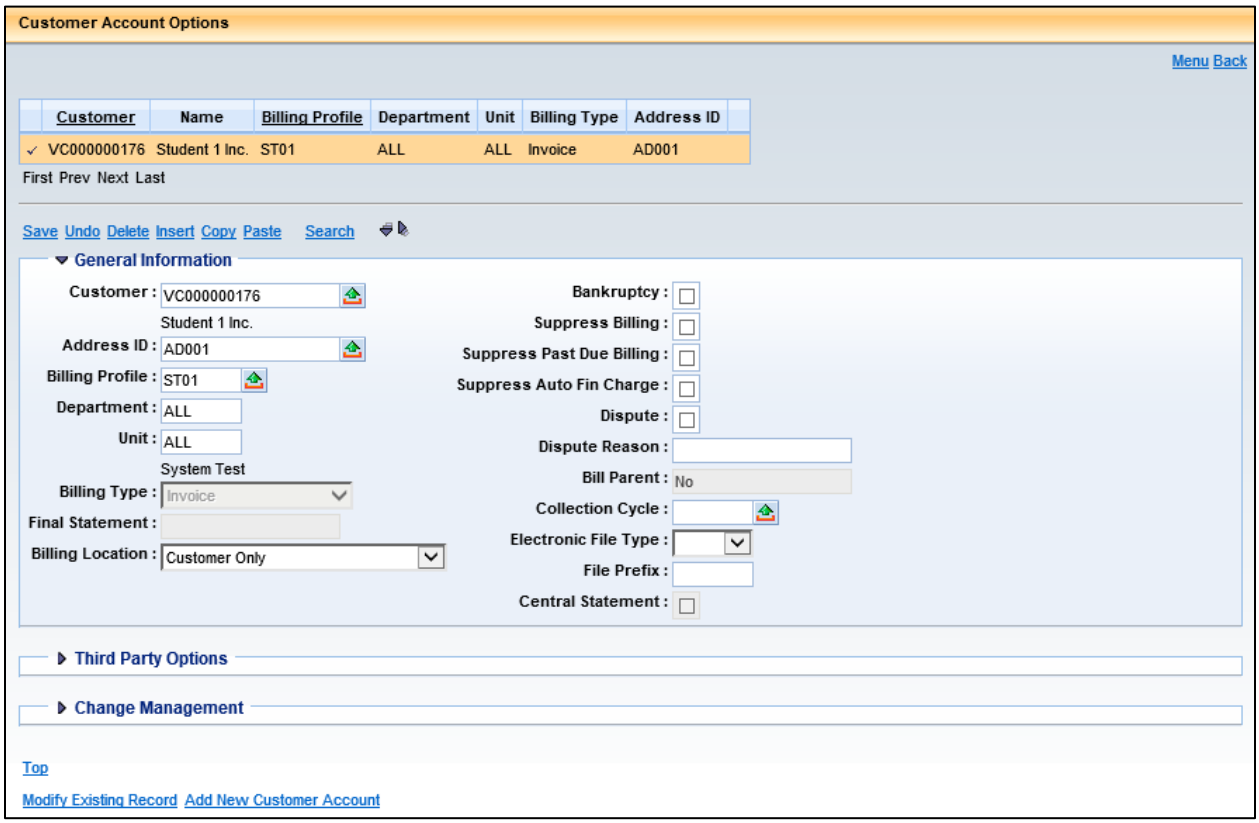
- **Last Statement End Date** – The closing date of the last statement issued
- **Next Statement End Date** – The end date of the current statement cycle
- **Next Statement Print Date** – The date the statements in the current cycle will be issued
- **Final Statement** – If Billing Type changes from either Statement or Both to Invoice, this box is checked

The Options and Controls section of the Billing Profile contains fields that are defined on the System Options table, but can be overridden on the Billing Profile table if that option is granted by the System Options table.



Customer Account Options Table

The Customer Account Options (CACT) table associates customers with Billing Profiles. Users can change the electronic billing options, define who will receive the bill, and prohibit the issuance of bills on the CACT table.



The following fields on the CACT table are related to billing and collection processing and are not inferred from other tables:

- **Customer** – The unique identifier assigned to the customer on the Vendor Customer table
- **Address ID** – The code that represents the billing address for the Customer from the Vendor Customer table
- **Billing Profile** – The code that defines the billing rules for the Customer Account from the Billing Profile table
- **Department** – The Department that may use the Customer Account; can be set to ALL
- **Unit** – The Unit that may use the Customer Account; can be set to ALL
- **Billing Location** – The location where the receivable is to be sent
- **Bankruptcy** – Indicates that the customer is in bankruptcy proceedings; automatically suppresses billing, past due billing and automatic finance charges

***Note**: This flag can be set automatically across multiple CACT records for the same customer by setting the Bankruptcy flag on a VCM based document.*

- **Suppress Billing** – Prevents bills from printing
- **Suppress Past Due Billing** – Prevents collection letters from printing
- **Suppress Auto Fin Charge** – Prevents the automatic application of finance charges on the customer account
- **Collection Cycle** – Specifies the details regarding when dunning and/or collection letters will be sent; value overrides the corresponding field on the Billing Profile table

ACTIVITY 6.2

Research Statement Generation

Scenario

You want to view the details of a billing profile associated with a customer.

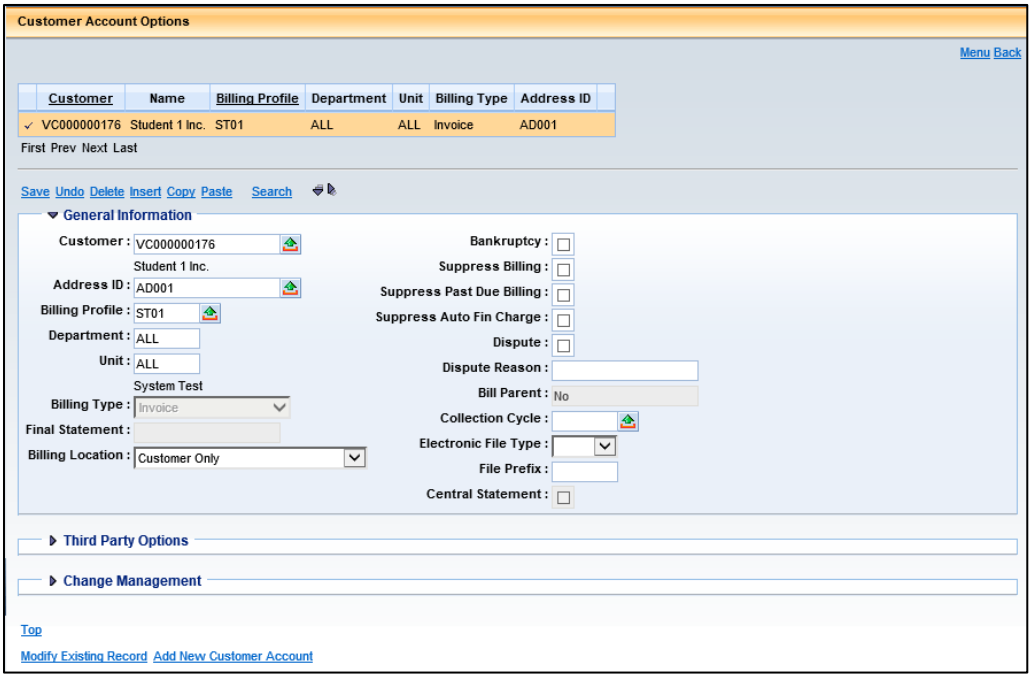
Setup

✓ User is logged into the AFIS Home Page.

Steps

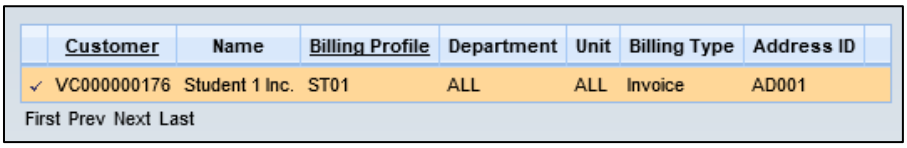
A. Navigate to the Customer Account Options table and search for the customer.

1. In the **Jump to** field, enter ***CACT***.
2. Click **Go**.
3. In the CACT table, click **Search**.
4. In the Search window, in the **Customer** field, enter the data from ***your student data card***.
5. Click **Ok**.



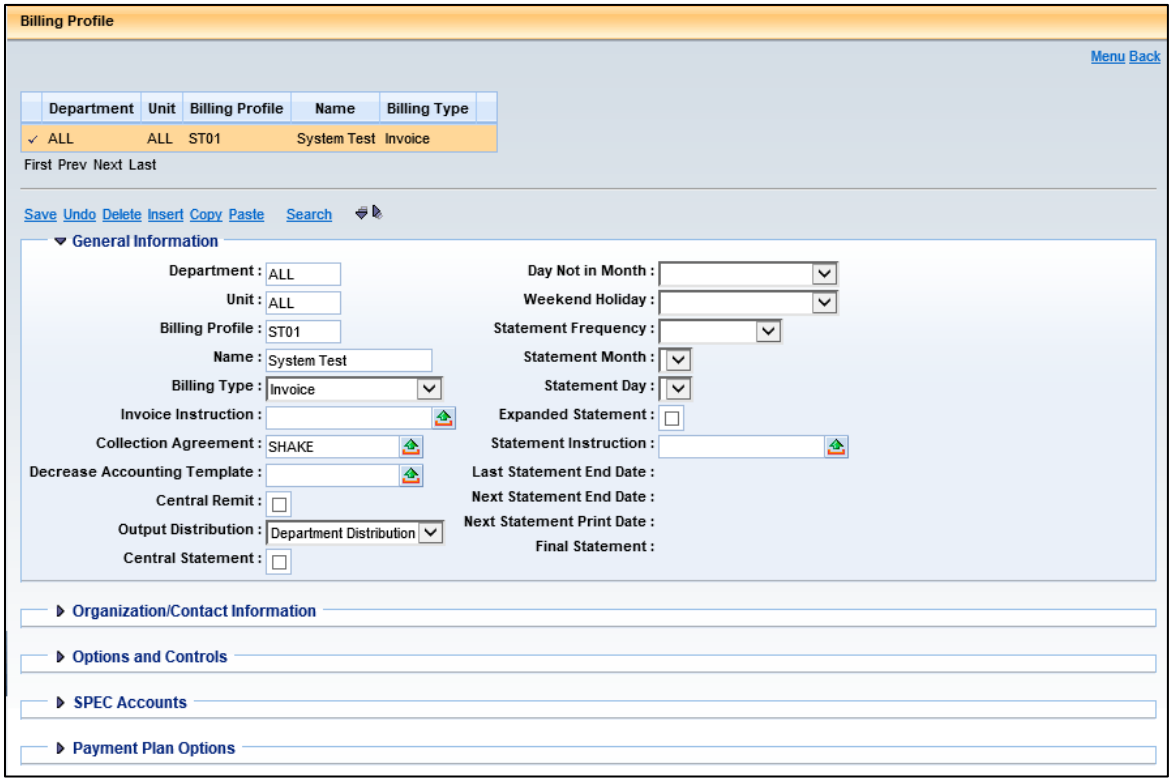
B. Determine which Billing Profile to research.

1. In the grid, observe that the Billing Type of Invoice for the customer is related to a Billing Profile.
2. Make a note of the **Billing Profile** associated with the Customer and Billing Type.



C. Navigate to the Billing Profile table.

1. In the **Jump to** field, enter ***BPRO***.
2. Click **Ok**.
3. In the BPRO table, click **Search**.
4. In the Search window, in the **Billing Profile** field, enter the data from ***your student data card***.
5. In the Search window, in the **Department** field, enter ***ALL***.
6. Click **Ok**.



7. View the details of the Billing Profile.
8. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

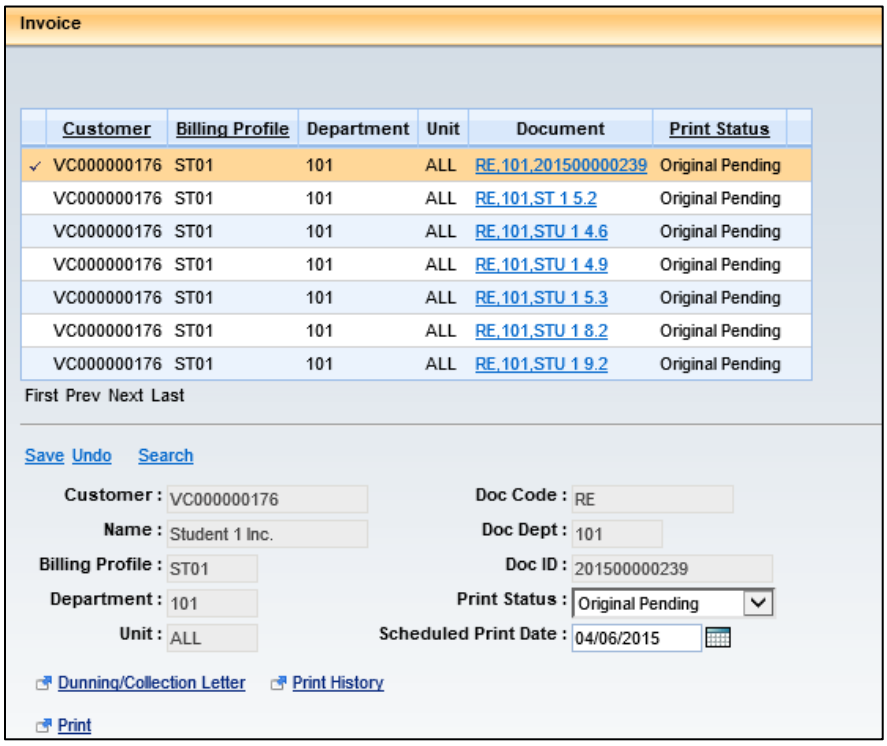
6.3. Control Billing Output

Billing requires the flexibility to perform special processing, including:

- Correcting billing details
- Printing a replacement bill
- Suppressing the printing of bills
- Suppressing the printing of bills for small amounts
- Accounting for liquidated amounts on bills
- Changing the billing type

Billing Correction

Erroneously billed amounts are corrected by modifying the Receivable (RE) based document. For Invoice billing, the Invoice (INVQ) record for the Receivable will be updated with Print Status of Modified Pending.

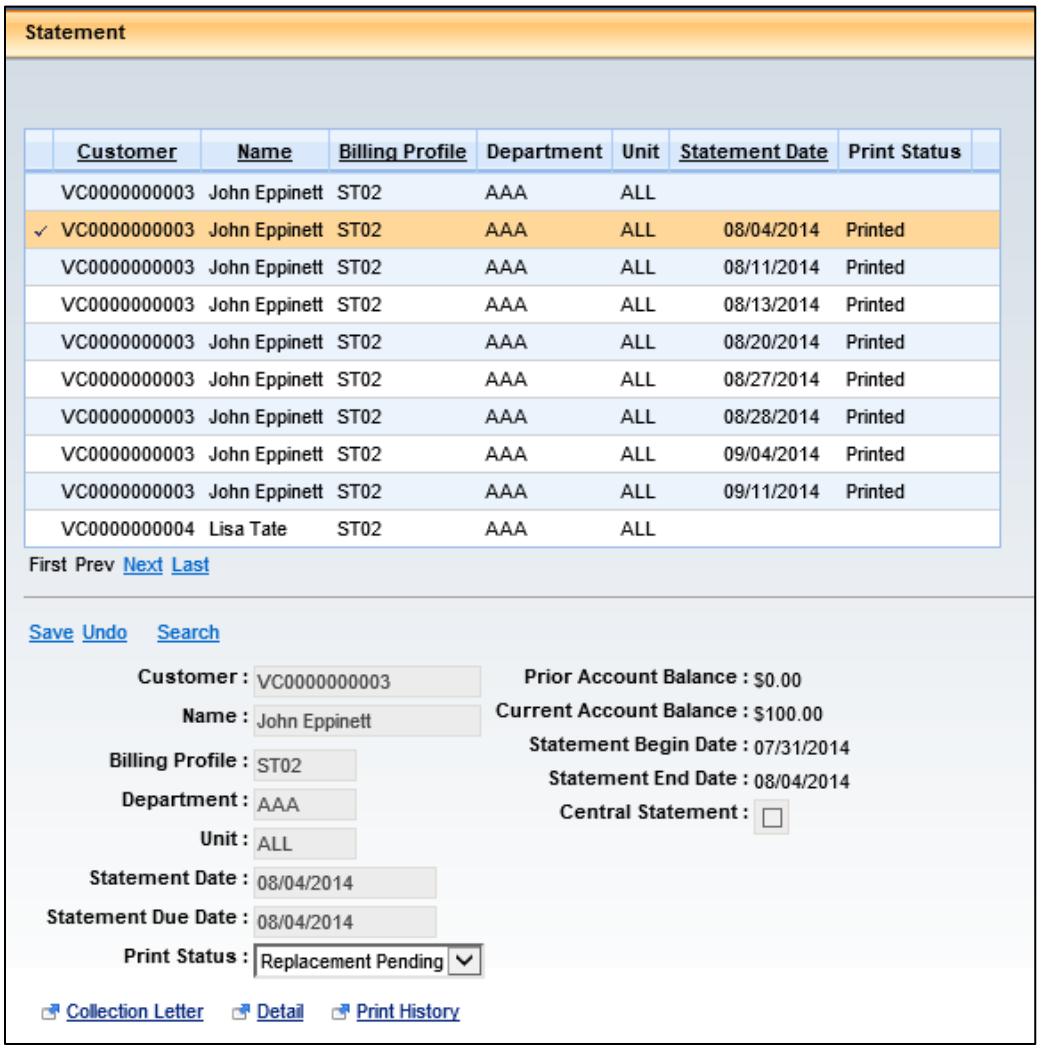


For statement billing, the Statement Detail (STATD) table will be updated with a new record for the Receivable which reflects the difference in the billing amount. In both cases, the record will be included in the next Billing Generation batch process.

If the Receivable is modified before the original bill is generated, the adjusted amount of the Receivable will appear on the bill; the original and modification will not be distinguishable.

Replacement Bills

Bills can be reproduced by changing the Print Status on the Statement (STMTQ) or Invoice (INVQ) tables to Replacement Pending. The replacement invoice or statement will be reprinted during the subsequent billing process.



Billing Minimum

A Billing Minimum prevents generation of a bill when the balance due is low. The Billing Minimum is set on the System Options (SOPT) table. SOPT also has an option to allow the system-wide minimum to be overridden on the Billing Profile (BPRO) table.

Suppress Billing

Suppressing billing prevents the printing of invoices and statements. The Suppress Billing option can be applied to a specific Receivable, Customer Account, or Billing Profile.

The RE based document has a Suppress Invoice Billing check box on the Billing/Collection Information tab of the Vendor section. When this option is checked, the Receivable will be posted to INVQ with the Print Status of Suppress. The Receivable will be included by the Invoice Generation batch process however; an invoice will not be printed. The Receivable will produce an invoice if it is modified and the Suppress Invoice Billing check box is unchecked.

When the Suppress Billing check box on the Customer Account table is checked, printing of all invoices and statements for a Customer and Billing Profile combination is prevented, effective immediately. Documents will continue to update the INVQ, STMTQ, and STATD tables.

Billing can be suppressed on BPRO by changing the Billing Type to No Billing Required. This will prevent any new records from updating the INVQ, STMTQ and STATD tables. If the Billing Type is later enabled on the Billing Profile, billing will begin for new documents.

Liquidation and Fees

Fees, such as Administrative, Interest, or Late fees, are distinguished on Receivable documents by specifying the Line Type. On an invoice, fees are presented individually and separate from non-fee charges. On statements, all amounts are summarized by Receivable.

Receivables may be liquidated prior to printing the invoice or statement. If an RE based document is fully liquidated before the invoice is generated, no invoice will be generated. If a Receivable is partially liquidated, the invoice will show the full amount of the charges and include a summary of the liquidations. The total due is the difference. For statements, the Receivable and liquidated amount, whether full or partial, is shown.

Changing Billing Type

When the Billing Type for a Billing Profile is changed from Statement or Both to Invoice, the Final Statement flag is automatically enabled. The final statement is generated during the Next Statement print process. It includes all activity up to that point in time. All future accounting activity will be included by the invoice generation process.

If the Billing Type for a Billing Profile is changed from Invoice to Statement or Both, the system adds all open balances to the Statement Detail (STATD) table, creating the prior balance for the first statement generated during the next statement period.

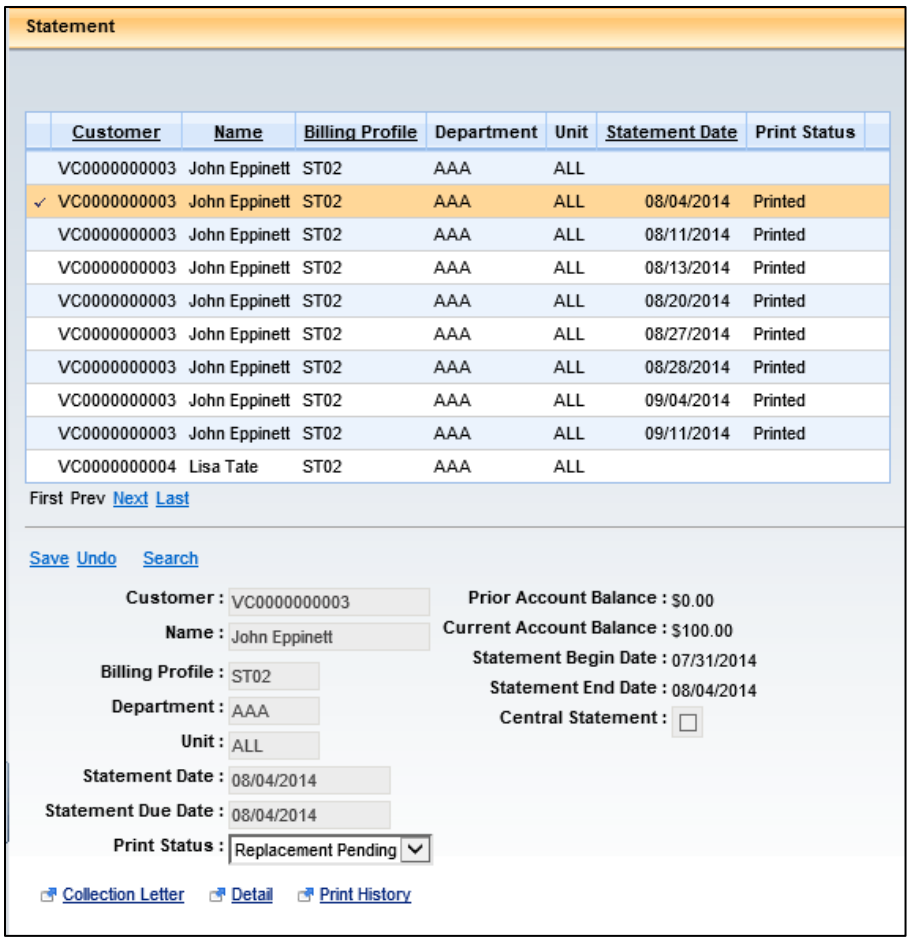
6.4. Generate Statements

Statements are created by the centralized Generate Statements batch process which is run during the nightly cycle. The Generate Statements batch process determines the records to include, produces the statements and register, and provides online indication of records included on the statements.

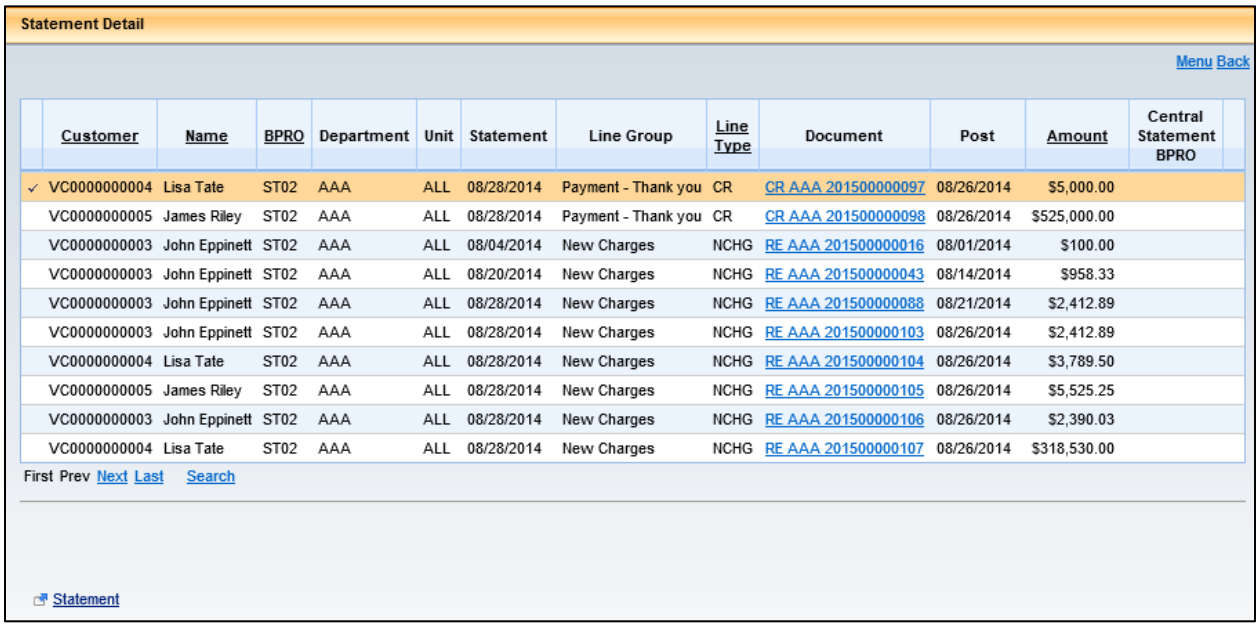
Records chosen by the batch process are based on dates from the Billing Profile (BPRO) and Statement Detail (STATD) tables. On the BPRO, records are chosen if the Billing Type is Statement or Both and the Next Statement End Date is less than or equal to the current date. On the STATD, records are chosen if the Billing Profile was selected, there is no date in the Statement field, and the Post date is less than or equal to the Billing Profile Next Statement End Date.

Statement Data

Statements reflect Receivable, Cash Receipt, Write-Off, and Payment Voucher (customer refunds) document activity. The document activity is reflected on the Statement (STMTQ) and Statement Detail (STATD) tables when the BPRO Billing Type is Statement or Both. STMTQ presents data summarized by Customer Account and Statement Date. A distinct record is stored for each statement issued. A record with no Statement Date relates to data not yet presented on a statement.



The STATD table stores the documents that have been (or will be) on a statement. All records with the save value in the Customer, BPRO, Department, Unit, and Statement fields are included in one statement. The statement is blank for items that have not yet been selected by the Statement Generation batch process.



Statement Detail

Menu Back

	Customer	Name	BPRO	Department	Unit	Statement	Line Group	Line Type	Document	Post	Amount	Central Statement BPRO
✓	VC0000000004	Lisa Tate	ST02	AAA	ALL	08/28/2014	Payment - Thank you	CR	CR AAA 201500000097	08/26/2014	$5,000.00	
	VC0000000005	James Riley	ST02	AAA	ALL	08/28/2014	Payment - Thank you	CR	CR AAA 201500000098	08/26/2014	$525,000.00	
	VC0000000003	John Eppinett	ST02	AAA	ALL	08/04/2014	New Charges	NCHG	RE AAA 201500000016	08/01/2014	$100.00	
	VC0000000003	John Eppinett	ST02	AAA	ALL	08/20/2014	New Charges	NCHG	RE AAA 201500000043	08/14/2014	$958.33	
	VC0000000003	John Eppinett	ST02	AAA	ALL	08/28/2014	New Charges	NCHG	RE AAA 201500000088	08/21/2014	$2,412.89	
	VC0000000003	John Eppinett	ST02	AAA	ALL	08/28/2014	New Charges	NCHG	RE AAA 201500000103	08/26/2014	$2,412.89	
	VC0000000004	Lisa Tate	ST02	AAA	ALL	08/28/2014	New Charges	NCHG	RE AAA 201500000104	08/26/2014	$3,789.50	
	VC0000000005	James Riley	ST02	AAA	ALL	08/28/2014	New Charges	NCHG	RE AAA 201500000105	08/26/2014	$5,525.25	
	VC0000000003	John Eppinett	ST02	AAA	ALL	08/28/2014	New Charges	NCHG	RE AAA 201500000106	08/26/2014	$2,390.03	
	VC0000000004	Lisa Tate	ST02	AAA	ALL	08/28/2014	New Charges	NCHG	RE AAA 201500000107	08/26/2014	$318,530.00	

First Prev Next Last Search

Statement

The Statement Generation batch process creates records on the STATD table with the value Prior Account Balance in the Line Group column. These records preserve account balances as of the end of the statement cycle. The Statement field value will be blank for the newest record.

Sample Statement

a1234567890b

Remit to:
MMA Test
800 W Washington St
6th Floor
PHOENIX AZ 85007

Bill to:
Joseph Middleton
2122 W Jefferson Street
Phoenix AZ 85009

Customer Name	STATEMENT
Joseph Middleton	
Customer Number	Statement Closing Date
VC0000026144	06-04-15

AR Dept: BPRO	Due Date
MMA:MMINT	06-04-15
Amount Due	Amount Enclosed
$599.11	

Payment Method: Check ☐ Money Order ☐

☐ Please check if address has changed. Write correct address on back of stub and attach with payment.

Please write Cust. Acct. No. on front of check or money order. DO NOT MAIL CASH.

--- --- --- --

Online Updates

The Statement Generation batch process updates the STATD, STMTQ, BPRO, and Statement Print History (STMTHS) tables.

- **STATD** – Statement is updated for all selected records and a new prior account balance record is added
- **STMTQ** – A new record is inserted for the Customer Account and Statement Date with a Print Status of Printed
- **BPRO** – The Last Statement End Date, Next Statement End Date, and Next Statement Print Date fields are updated
- **STMTHS** – A new record is inserted that records the statement printing

Statements and Reports

The Statement Generation batch process produces a statement register report, statements, and a PDF file of the statements. The statement register lists all statements issued, including original and replacement statements. The register also identifies statements that would normally be generated however, were not because either the generation was suppressed or the balance was below the minimum.

The statements produced can be accessed from the Report Search on the secondary navigation panel and the Generate Statement option. Then search for the file by the applicable date and department.

6.5. Generate Invoices

Invoices are created by the centralized Generate Invoices batch process which is run during the nightly cycle. The Generate Invoices batch process determines the records to include, produces the invoices and register, and provides an online indication of the invoices produced.

Records chosen by the batch process are based on values from the Billing Profile (BPRO) and Invoice (INVQ) table. On BPRO, records are chosen when the Billing Type is either Invoice or Both. On the INVQ, records are chosen when the Billing Profile was selected, the Print Status is Original Pending, Modified Pending, or Replacement Pending, and the Outstanding Amount of the RE is greater than zero.

Invoice Data

Invoices reflect Receivable (RE) based document activity. The document activity is reflected on the Invoice (INVQ) table when the BPRO Billing Type is Invoice or Both. Each Receivable becomes an Invoice and the RE based document number is the Invoice number. When the Receivable is posted to the INVQ table, the Print Status is Original Pending. This status indicates that the Invoice has not yet been produced for the Receivable.

Online Updates

The Invoice Generation batch process updates both the INVQ and the Invoice Print History (INVHS) tables.

- **INVQ** – Updated to show the new Print Status
- **INVHS** – A new record is added for each invoice printed that shows the Form, Printed date, and the customer's address

Invoices and Reports

The Invoice Generation process produces an invoice register report, invoices, and a PDF file of the invoices. The invoice register lists all invoices issued, including original and replacement invoices. The register also identifies Invoices that would normally be generated however, were not because either the generation was suppressed or the balance was below the minimum.

The invoices produced can be accessed from the Report Search on the secondary navigation panel and the Generate Invoice option. Then search for the file by the applicable date and department.

Sample Invoice

a1234567890b

Customer Name		INVOICE
Gina Smith		
Customer Number	Invoice Number	Invoice Date
VC0000000143	201500000064	10-07-14
	AR Dept:BPRO	Due Date
	GMA:GM01	09-18-14
	Amount Due	Amount Enclosed
	$750.00	

Remit to:

Dept of Gaming
Accounts Receivable
800 W. Washington Street
Suite 607
Phoenix AZ 85004
United States

Bill to:

Gina Smith
1810 W Monte Cristo Dr
Phoenix AZ 85029
United States

Payment Method: Check ☐ Money Order ☐

☐ Please check if address has changed. Write correct address on back of stub and attach with payment.

Please write Invoice No. on front of check or money order.
DO NOT MAIL CASH.

Please detach the above stub and return with your remittance payable to Dept. of Veterans Affairs

DEPT OF GAMING
ORIGINAL

Page 4 of 29

Customer Number	Original Invoice Date	Original Due Date
VC0000000143	08-19-14	09-18-14
Customer Name	**Invoice Number**	**Invoice Date**
Gina Smith	201500000064	10-07-14

Invoice Charges

Ref Line No.	Description	Billing Date	No. Of Units	Unit of Measure	Unit price	Charges/Credit
1	Principal	08-19-14				$750.00
					Total Invoice Charges	$750.00

Other Charges

Description	Date	Charges
	Total Other Charges	

Credit Payments Applied	$0.00
Total Amount Due	$750.00

Additional Notes:

Instructions

Contact:

Sam Brown (602) 938-1114 sambrown@yahoo.com

6.6. Reprint Statements or Invoices

In order to reprint previously printed statements or invoices, the Print Status field for the record must be modified. For invoices, the record can be located on the INVQ table. For statements, the record can be located on the STMTQ table. Once the record is located, the Print Status field can be changed to **Replacement Pending**. This causes the record to be selected by the Generate Invoices and Statements batch jobs.

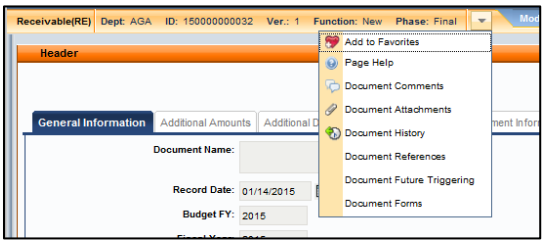
6.7. Generate or Reprint Invoices - Online

The on-demand print process allows users to print from a Receivable document. The on-demand print process changes the print status on the Invoice (INVQ) table to "Printed" and records information about the Receivable, including the User ID of the user who requested the on-demand print, on the Invoice Print History (INVHS) table. Suppressed invoices can also be printed online. Statements can only be printed through the Generate Statements batch process and not online.

State Process Overview

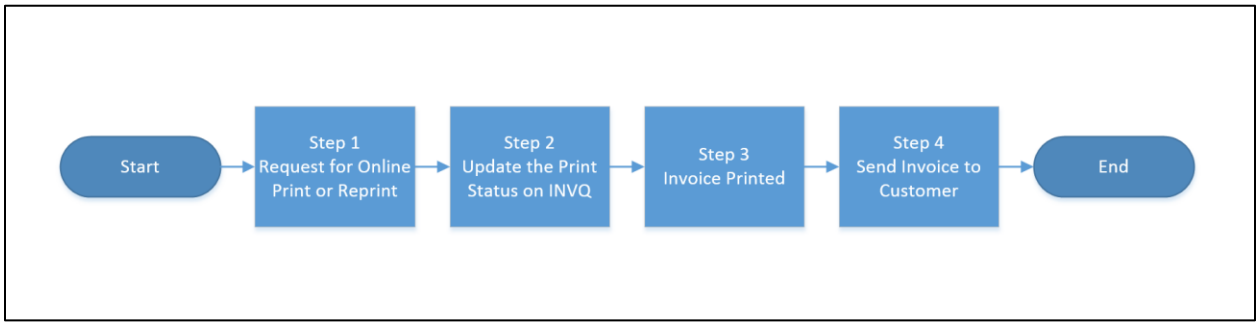
The steps below describe the statewide process. Your agency may have additional requirements. This process is referenced in To Be ID AR-TB-008 and represented by Figure 5 below.

1. The Department determines that original or replacement invoice needs to be printed online.
2. The Department uses the Invoice (INVQ) table to view and select the desired Receivable for printing. The Print link will be selected, for the Invoice that is to be printed. In the Parameters For Print page, select the Print Job Code of Generate Regular Invoice (PDF Format) and a Print Resource ID of PDF file generator. Then click on the View Forms checkbox and provide a View Forms Description. Click the Okay button. Then click on the link for the RE based document, to open the Receivable. Use the Document Menu to access the Document Forms. Open the PDF by clicking on the View PDF link.



3. The Invoice is printed and provides the outstanding amount for a receivable for a single customer. Details on the invoice include the customer name, customer number, invoice number, billing address, invoice amount, late fees, interest charges, and other charges. If the Department determines the printed invoice is correct, proceed to the next step.
4. The Department mails the Invoice to the customer.

Figure 5: Generate or Reprint Invoices Online (AR-TB-008)



Lesson Summary

In this lesson, you:

- Reviewed statement and invoices
- Examined the Billing configuration and setup
- Reviewed how to control billing output
- Examined the process of generating statements
- Examined the process of generating invoices
- Reviewed how to reprint statements or invoices
- Examined the on-demand printing features

Check Your Progress

1. An invoice will be printed for a receivable with a billing profile that indicates the following billing type on the billing profile (BPRO) table?

    a. Invoice
    b. Both
    c. Statement
    d. Both a and b

2. The order in which payments are applied to outstanding receivables is determined by:

    a. The Priority Posting Type fields in the System Options table.
    b. The Priority Posting Type fields in the Billing Profile table.
    c. Assigning the order when entering the payment.
    d. Either a or b.

3. Statements and invoices are generated by a centralized nightly batch process.

    a. True
    b. False

4. Statements can be printed online.

    a. True
    b. False

7. Collections Processing

Learning Objectives

In this lesson, you will:

- Identify the collection processing control setup
- Review the tracking of collection activities
- Review the tracking of delinquent accounts
- Manage past due statements and invoices
- Examine the finance charge setup and application process
- Examine the payment plan setup and generation process

Lesson Overview

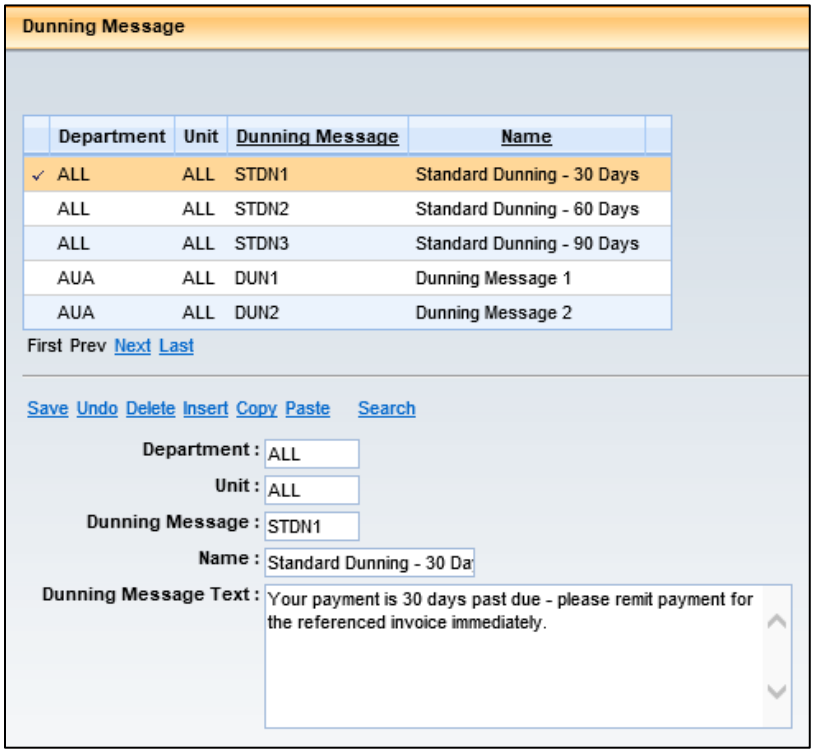
Collection processing in AFIS refers to the capability of the system to issue past due statements and invoices, apply finance charges, refer an account to a collection agency, and institute payment plans. These features can be applied individually or in combination with each other.

7.1. Set Up Collection Processing Controls

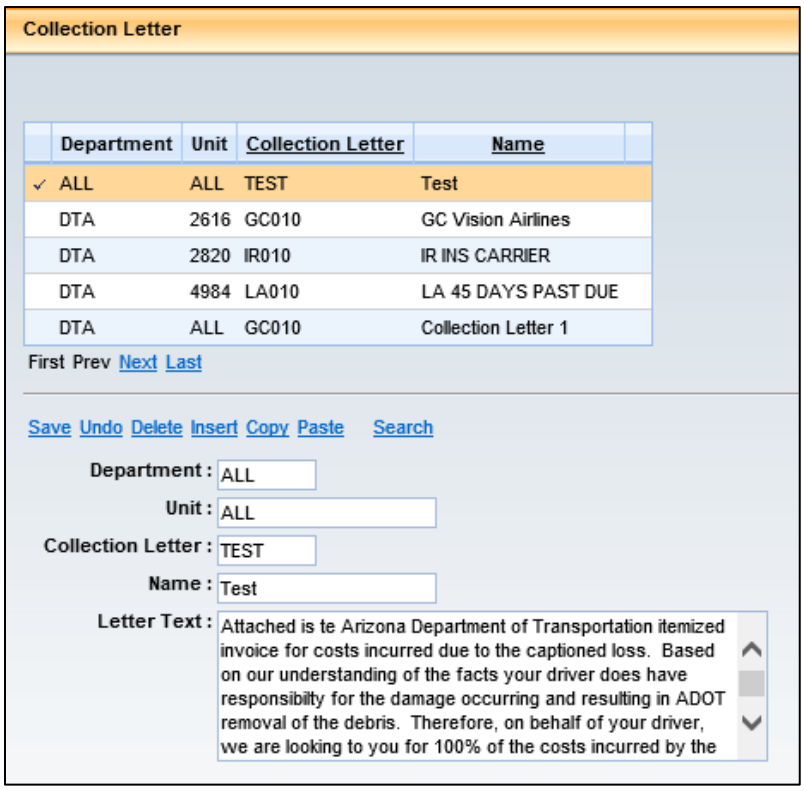
Collection controls that define the collection process for past due receivables are set up on several individual tables: the Dunning Message (DNGM), Collection Letter (COLL), Collection Control (COLLC), and Collection Agency Agreement (COLLA) tables. In addition, finance charges are setup on the Finance Charge Eligibility (FCEG) and Finance Charge Setup (FNCHG) tables.

Past Due Notices and Collection Letters

The Dunning Message (DNGM) table stores all of the possible messages that can be sent to customers with past due accounts.



The Collection Letter (COLL) table is used to create and store collection letters that can be sent to customers with past due accounts.



Each record on the DNGM and COLL tables can be made available by Department and Unit or ALL Departments and/or Units within a Department.

The Collection Control (COLLC) table is used to configure the combination of dates and messages or letters to be used. The COLLC defines a Collection Cycle schedule that establishes when collection activities should occur in terms of the number of days, payment is past due. The collection activity is indicated by selecting either a value from the DNGM or COLL table in the corresponding field.

The State has established a Standard Collection Cycle (STCYC) with the following Dunning Messages:

- STDN1 - 30 days
- STDN2 - 60 days
- STDN3 - 90 days

If the billing type is set to Both on the Billing Profile, both an invoice and statement are created. The statement will contain dunning messages, if there are outstanding amounts that meet the COLLC time frames for adding these dunning messages. Also, if the department uses Collection Letters, these are generated based on the timing specified on the COLLC table.

If the billing type is set to Invoice, an invoice and a past due invoice are created. The past due invoices will generate based on the time frames specified in the COLLC table. If the department uses Collection

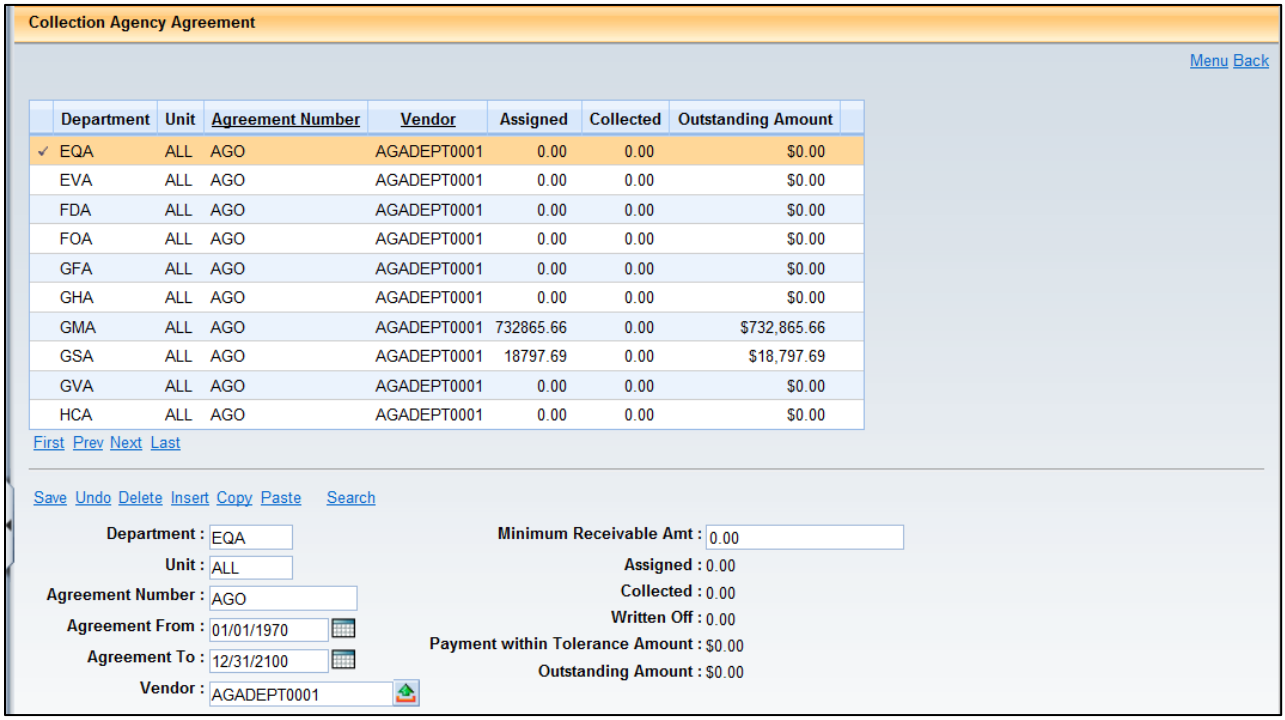
Letters, these will generate, based on the timing specified on the COLLC table. The Past Due Statement is actually the Collection Letter.

The centralized Past Due Invoice batch job runs on a nightly basis, as well as on-request, and generates a past due notice or collection letter for each invoice that meets the Collection Control criteria for a Collection Cycle. The Invoice (INVQ) and Invoice Print History (INVHS) tables are updated after the batch job has run.

The past due notice/collection letter provides the overdue balances for a single invoice. Details on the notice include the customer name, customer number, invoice number, billing address, past due amount, late fee, interest charge, and other charges and the dunning message text. If the Department determines the printed notice/letter is correct, the notification is sent to the customer.

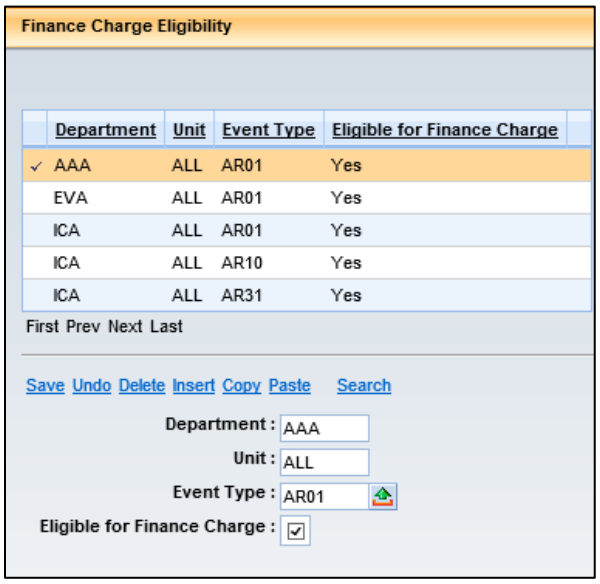
Collection Agency Agreements

Each record on the Collection Agency Agreement (COLLA) table is called a collection agreement. The COLLA defines the vendors that are contracted with the State to take over collections. The collection agreement may be available to a specific Department or Unit, or available for ALL to use, like the Attorney General's Office collection agreement (AGO). The duration of the collection agreement is enforced on the COLLA table. The COLLA table tracks the value of all Receivables referred to the vendor and the amount collected.

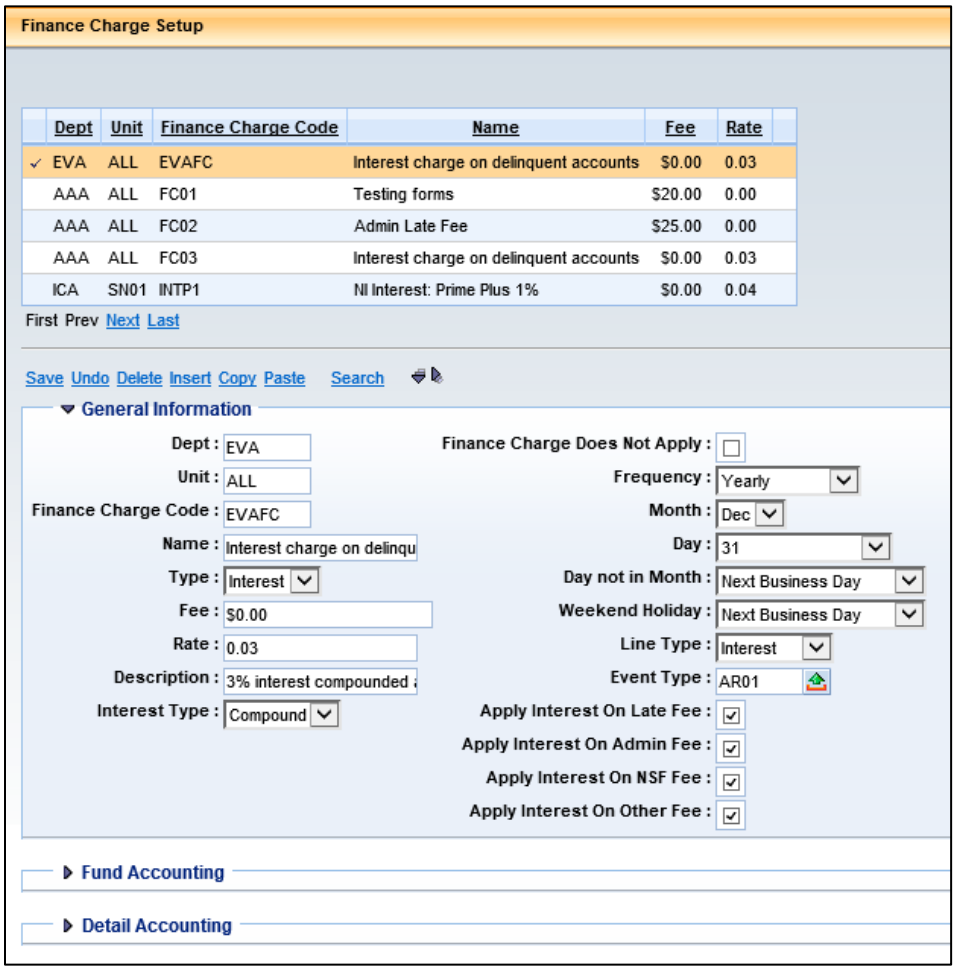


Finance Charge Setup

The Finance Charge Eligibility (FCEG) table makes Event Types eligible for the finance charge process. Event Type eligibility is further controlled by Department and Unit. In order for a record to be eligible, the Eligible for Finance Charge check box must be checked.



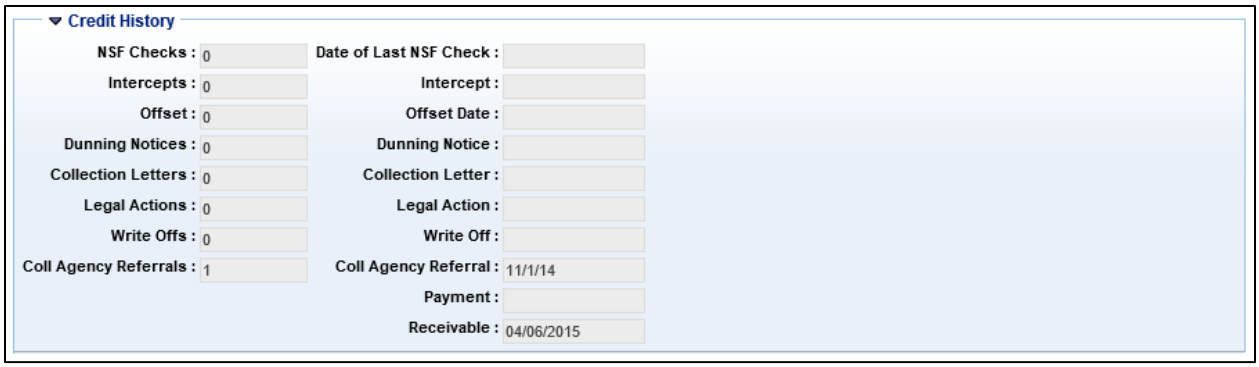
The Finance Charge Setup (FNCHG) table defines Finance Charge codes and Interest Type (Simple or Compound). The schedule must be defined using a Frequency while other values that support the schedule are also required. The FNCHG also includes Chart of Accounts fields to define the account to which finance charges will be applied through the finance charge process.



7.2. Track Collection Activities

The Customer Information (CUSTS) and Customer Account Information (CUSTA) tables track the status of Receivables, Cash Receipts, and Collection activities. The CUSTS table summarizes all activity for the customer across all Billing Profiles, while the CUSTA table summarizes the customer activity by Billing Profile, Department, and Unit. Both the CUSTS and CUSTA tables include the same result fields.

Both the CUSTS and CUSTA tables have a Credit History section. The fields in this section keep track of collection activities recorded in AFIS.



7.3. Track Delinquent Accounts

Reports are used to track the status of customer payments. The reports display similar receivable information presented in a different manner. The available reports are listed in section 11 of this document.

7.4. Apply Finance Charges

AFIS automatically applies finance charges through the Finance Charge chain job. Finance charges are applied to open, past due, receivable lines when the Event Type is defined as eligible on the Finance Charge Eligibility (FCEG) table and the Finance Charge Fees are indicated on the SOPT, BPRO, or Revenue Source (RSRC) tables. Finance charges can also be applied manually to a Receivable document. The Finance Charge chain job will not automatically apply finance charges after a receivable has been referred to collections by referencing the Receivable (RE) based document on a Referral to Collection Agency (CL) document.

Finance Charge Chain Job

The Finance Charge job creates a new version of the Receivable document. The amount of the Finance Charge is calculated based on the fee or rate on the Finance Charge Setup (FNCHG) table. The calculated finance charges are summarized by Event Type, Line Type, and accounting elements from the FNCHG and then added to the Receivable. The new version of the Receivable is automatically submitted. This

modified Receivable updates the Invoice (INVQ) and/or Statement (STMTQ, STATD) tables. An invoice and/or statement will be generated as scheduled.

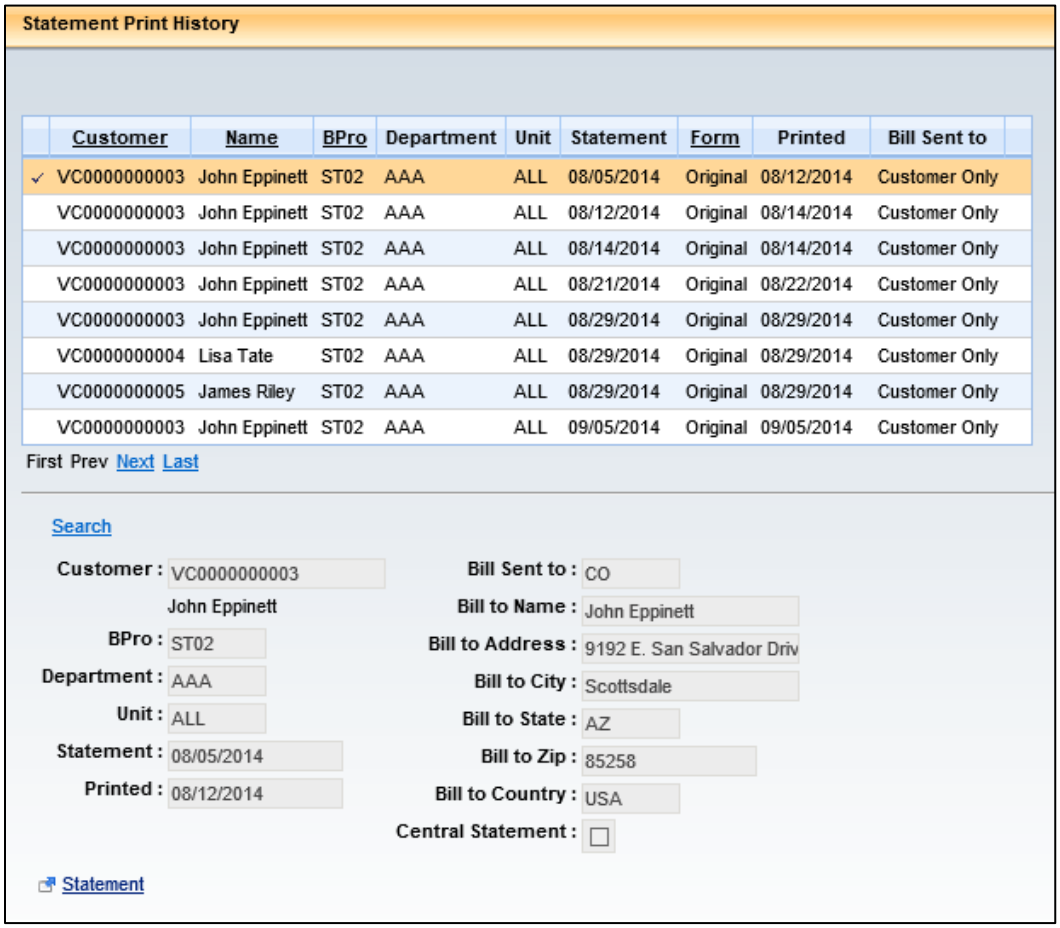
Finance Charge Manual Process

Finance charges can also be manually added to a Receivable by modifying the RE based document and adding a new line for the finance charges. No manually entered finance charges on the Receivable are compared to the values in the Finance Charge Eligibility (FCEG) and Finance Charge Setup (FNCHG) tables. These tables are only used for the process whereby finance charges are automatically applied.

7.5. Manage Past Due Statements

AFIS automatically generates past due notices and collection letters in order to notify customers of overdue account balances. A past due statement is generated when a customer has an unpaid balance, the unpaid balance is overdue by the number of days indicated on the collection cycle, the Billing Type is Statement or Both, and the Suppress Past Due check box on the CACT is not checked.

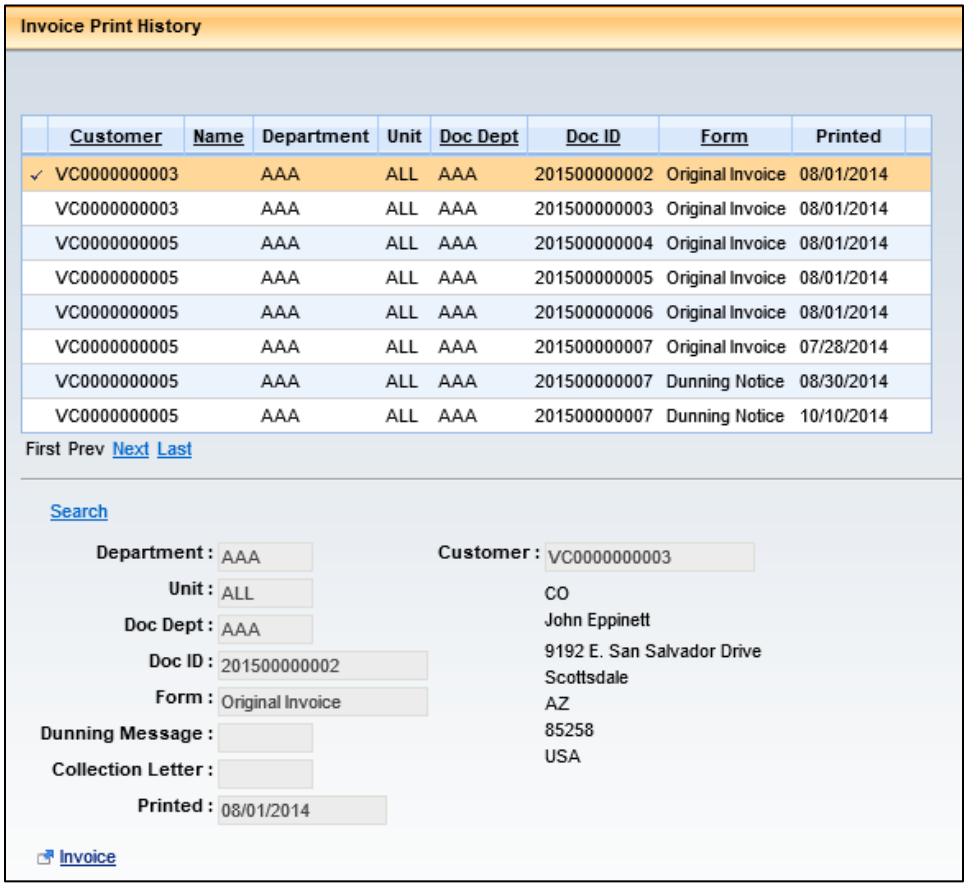
The Past Due Statement is actually the Collection Letter. The Past Due Statement batch process creates the past due statements. Each past due statement includes phrasing to distinguish it from the original statement. Overdue receivables are identified with the original due date and payment instructions. The Statement Print History (STMTHS) table is updated to record the printing of a collection letter or past due notice.



7.6. Manage Past Due Invoices

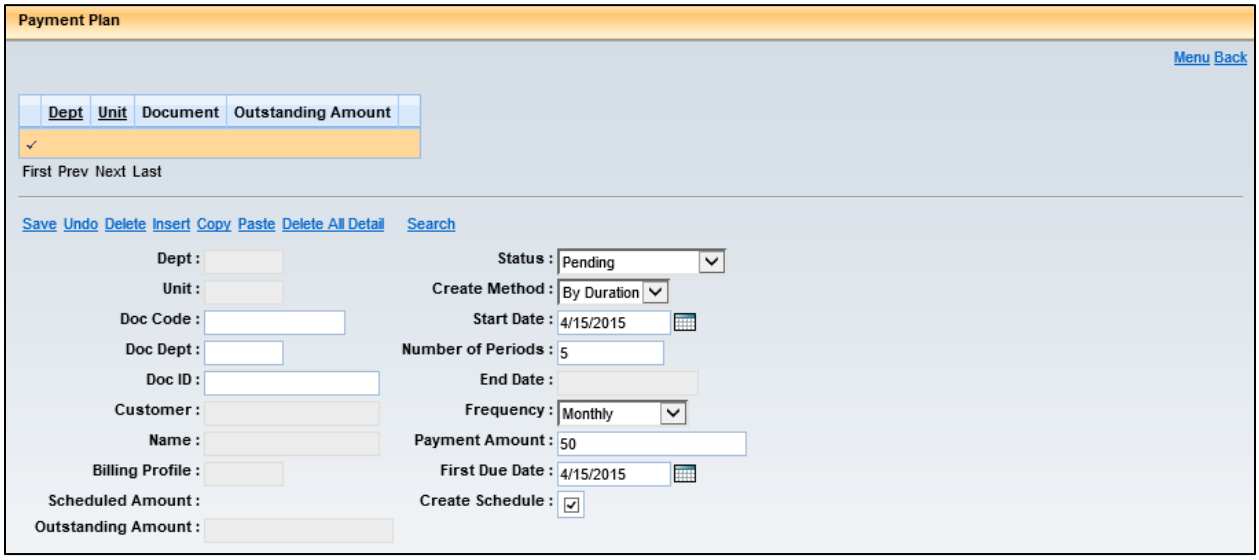
AFIS automatically generates past due notices and collection letters in order to notify customers of overdue account balances. A past due invoice is generated when a customer has an unpaid balance, the unpaid balance is overdue by the number of days indicated on the collection cycle, the Billing Type is Invoice, the Bankruptcy flag is not checked for the customer on CACT, and the Suppress Past Due check box on the CACT is not checked.

The Past Due Invoice batch process creates the past due invoices. Each past due invoice includes phrasing to distinguish it from the original invoice. Overdue receivables are identified with the original due date and payment instructions. The Invoice Print History (INVHS) table is updated to record the printing of a collection letter or past due notice.



7.7. Set Up Payment Plans – Department

Departments that have statutory authority and the specialized security role to offer payment plans can set up the necessary tables in AFIS for the process to run. The Payment Plan (PSCHD) table allows users to view and establish payment plan information for a Receivable. Users establish a payment plan to provide a more flexible payment plan for customers to pay their receivables. Users allow customers to pay for receivables in smaller amounts at several due dates instead of a lump sum by one due date.



Users can only establish a payment plan for Receivables that are processed and open. Receivables do not have to be past due in order to establish a payment plan. Once payment plan information for a Receivable has been established, AFIS does not charge additional interest, late fees, and other finance charges to the Receivable. These charges may be applied manually to a Receivable, if necessary.

The grid at the bottom of the PSCHD table is called the Payment Plan Detail and allows users to track the progress of the payment plan. If the Create Schedule option is selected, the Status field is set to Pending, and no record lines exist on the Payment Plan Detail grid, then AFIS will generate Payment Plan Detail records. Alternatively, the user also has the option to manually create the payment plan details on this page by clicking the Insert button in the detail section. An entry will need to be created for each line desired for the payment plan.

7.8. Generate Payment Plan – Batch Job

AFIS supports the establishment of payment plans for any outstanding receivables, regardless of whether or not that receivable is past due. A payment plan allows the department to establish an agreed-upon periodic payment amount and a corresponding due date in order for the customer to satisfy the outstanding balance on the receivable. Once a payment schedule is established for a receivable, additional interest, late fees, and other finance charges are suppressed however, they can still be applied manually. Other collection proceedings are also suppressed unless manually applied. A summary receivable cannot have a payment schedule established. A receivable must already be processed and accepted for a payment schedule to be set up.

The Generate Payment Plan batch job process provides information about the payment plan and the print status of the notices for the payment plans. The process utilizes the Department Code, Unit Code, Billing Profile and Form Type entered by the user and selects records from the Payment Plan Print Table, based on the form type, to generate any of the following Notices:

- Agreement Notice
- Cancellation Notice
- Completion Notice

The Generation Payment Plan Form batch job process will create payment plan notices when one of the following has occurred:

- The payment plan is activated in the system (Agreement Notice)
- The payment plan is cancelled or completed in the system (Cancellation or Completion Notices)
- A payment plan notice has been selected for printing or reprinting in the Payment Plan Print (PPPT) table

Lesson Summary

In this lesson, you:

- Identified the collection processing control setup
- Reviewed the tracking of collection activities
- Reviewed the tracking of delinquent accounts
- Managed past due statements and invoices
- Examined the finance charge setup and application process
- Examined the payment plan setup and generation process

Check Your Progress

1. Finance Charges, whether manually or automatically applied, must be made eligible on the Finance Eligibility (FCEG) table.

    a. True
    b. False

2. Payment Plans can be established for the following types of receivables?

    a. Open RE
    b. RE without open amounts
    c. Summary RE
    d. All of the above

8. Referral to Collection Agency

Learning Objectives

In this lesson, you will:

- Identify the State process for the creation of a Referral to Collection Agency document
- Create a Referral to Collection Agency document
- Review the batch process for creating Referral to Collection Agency documents
- Review the modification and cancellation of Referral to Collection Agency documents
- Research collection documents

Lesson Overview

When a Receivable is past due, the collection process can begin. A Receivable document can be used as a reference for a Referral to Collection Agency (CL) document.

8.1. State Process Overview

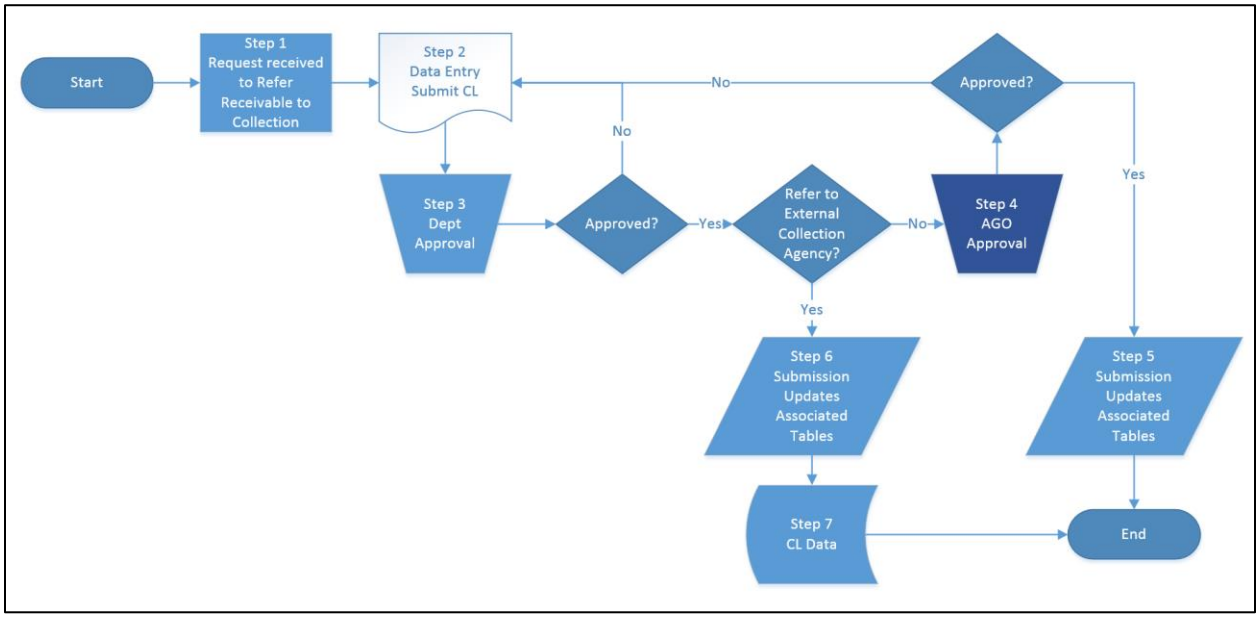
The steps below describe the statewide process. Your agency may have additional requirements. This process is referenced in To Be ID AR-TB-010 and represented by Figure 6 below.

1. A request is received to refer a specific Receivable to collections.
2. The Department is responsible for drafting the Referral to Collection Agency (CL) document in the system. The CL document allows the user to refer receivables that are past due to internal or external collection agencies. This document can reference receivables containing accounting lines with the event types of Billed Earned Revenue or Billed Vendor Refund. Receivables containing accounting lines with outstanding balances of any other event types cannot be referenced on the CL document. Summary receivables, regardless of event type, and regular receivables with a billing profile code that specifies a billing type of No Billing Required cannot be sent for collection. Any supporting documentation may be attached to the document at this time. Upon completion of the data entry, the CL document is submitted and routed for approval.
3. The CL document and any attached documentation are reviewed by an authorized Department level approver. If the approver determines the CL document has missing or incorrect data, then the CL document is rejected and returned for corrections in Step 2. If the approver determines the CL data is correct, then the CL document is approved. If the Collection Agreement entered on the document has a value of AGO, the CL document will be sent to the Attorney General's Office (AGO), and the process proceeds to Step 4. If the

Department has statutory authority that allows the CL document to be sent to an external collection agency, then proceed to Step 6.

4. The CL document and any attached documentation are reviewed by the Attorney General's Office as a final review. If the approver determines the CL document has missing or incorrect data, then the CL document is rejected and returned for corrections in Step 2. If the approver determines the CL data is correct, then the CL document is approved, and proceeds to the Step 5.
5. The CL document final submission updates the Customer Account Information (CUSTA) table and associated tables within AFIS. This is the end of the process for AGO approved documents.
6. The CL document final submission updates the Customer Account Information (CUSTA) table and associated tables within AFIS. Proceed to Step 7.
7. The CL data is transferred via outbound interface to an external collection agency.

Figure 6: Create Referral to Collection Agency Document (AR-TB-010)



8.2. Create a Referral to Collection Agency Document

Referral to Collection Agency (CL) documents can be created either by a Batch job, or manually by using the Copy Forward feature from a Receivable document.

When using the Batch process to generate the CL document, the standard process is that accounts that are 90 days past due will have a CL document automatically generated through the Batch process, as configured on the SOPT table. Prior to the batch process, the agency should review Receivables that are scheduled to generate CL documents on the Pending Referral to Collection Agency (COLLR) table. If the Receivable is currently being worked on, and should not be referred to the Collection Agency yet, then the Collection Status can be changed to Not Applicable. Later, if the Receivable should be referred to the Collection Agency, the Collection Status can be changed back to Approved for Collection. Security access to the COLLR table is provided to a separate Collection security role and is not included in the main AR security roles.

Alternatively, if the agency is not using the batch process, or would like to create the CL document, in advance of the Batch job picking it up, the CL can be created manually. When using Copy Forward to manually create a CL document, all of the information from the referenced Receivable is copied into the CL document. There is no data entry required on a CL document. Information in the Header can be modified or added to, if necessary.

A Receivable document cannot normally be copied forward to a CL document, unless it is overdue. However, the error received when trying to refer a receivable that is not past due can be overridden in the case where a receivable needs to be referred to the Attorney General's Office for a customer with a bankruptcy.

When complete, the CL document, whether created through the Batch or manually, is validated and submitted to workflow for approval following the process outlined in Section 8.1 above.

Once a CL document is processed, AFIS does not charge additional interest, late fees, and other finance charges to the receivable. These charges may be applied manually, if necessary.

ACTIVITY 8.2

Create a Referral to Collection Agency Document Using Copy Forward

Scenario

There is a bankruptcy on a Receivable and it needs to be referred to the collection group for special handling.

Setup

- ✓ User is logged into the AFIS Home Page.

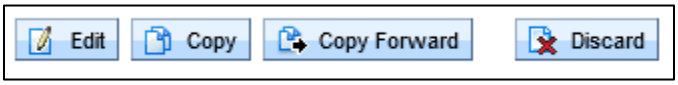
Steps

A. Search for an existing Receivable document.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***RE***.
4. In the **Dept** field, enter the data from ***your student data card.***
5. In the **Doc ID** field, enter the data from ***your student data card***.
6. Click **Browse**.
7. Click the document **ID** link to open the document.

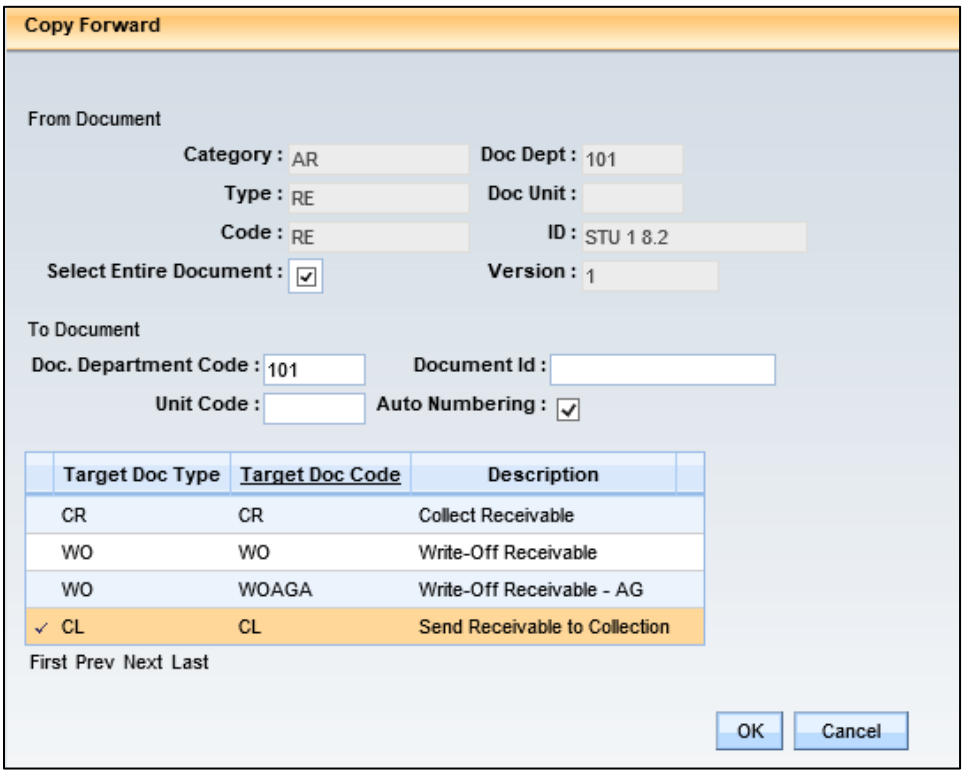
B. Create a Referral to Collection Agency document using Copy Forward.

1. At the bottom of the document, click **Copy Forward**.



2. In the Copy Forward screen, in the **Doc. Department Code** field, enter the data from ***your student data card***.
3. Check the **Auto Numbering** check box.

4. In the Target Doc Type grid, select **CL** (Send Receivable to Collection).



5. Click **OK** to create the Referral to Collection Agency document.

C. Check the Referral to Collection Agency document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

8.3. Referral to Collection Agency Batch Job

The Select for Collection batch job selects Receivable documents that are greater than the number of days past due as specified on the System Options (SOPT) table for collection processing. Once the documents are selected, the Generate Collection chain job generates the Referral to Collection Agency (CL) documents.

The Referral to Collection Agency (CL) document is able to reference Receivables containing Accounting lines with the Event Types of Billed Earned Revenue or Billed Vendor Refund. Receivables containing Accounting lines with outstanding balances and any other Event Types cannot be referenced on the collection document. Summary receivables, regardless of event type, and regular receivables with a billing profile code that specifies a Billing Type of No Billing Required cannot be sent for collection.

8.4. Modify a Referral to Collection Agency Document

Modifications are not permitted for Referral to Collection Agency documents. If corrections are required, the document must be discarded and recreated.

8.5. Cancel a Referral to Collection Agency Document

A Referral to Collection Agency (CL) document can be cancelled if necessary by using the Discard feature from within the document. Discarding a Draft version of a document will remove the document from the system. Discarding a Final version of a document will create a Cancellation Draft version of the document, and change the original to Historical (Final) phase.

8.6. Research Referral to Collection Agency Documents

All updates to a customer account can be researched using the Customer Account Information (CUSTA) and Receivable History and Reference Query (RDET) pages. The RDET has a link to the Receivable Search (RESTA) page.

ACTIVITY 8.6

Research Documents on the Receivable History and Reference Query Page

Scenario

You want to research the Receivable History for a customer account using the Receivable History and Reference Query page.

Setup

- ✓ User is logged into the AFIS Home Page.

Steps

A. Navigate to the Receivable History and Reference Query page.

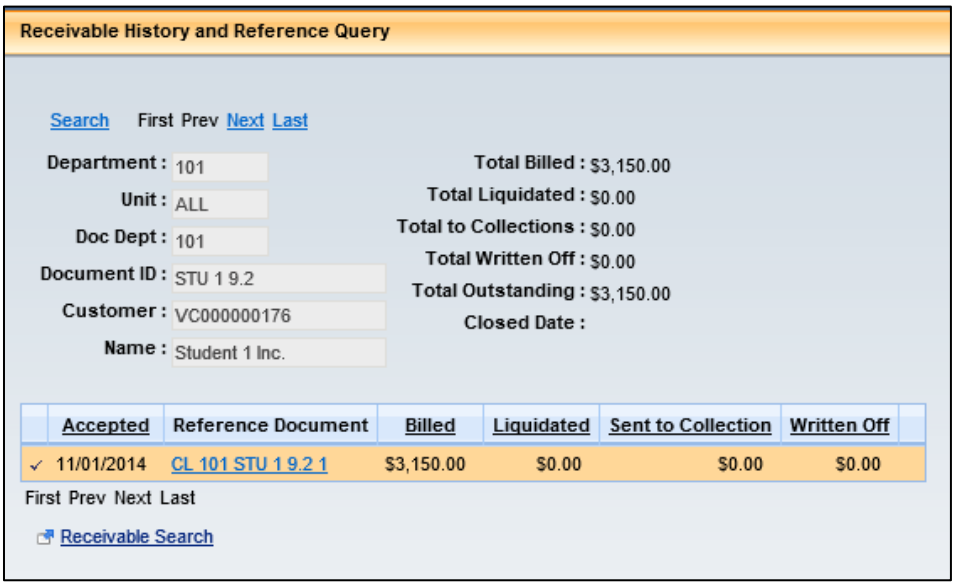
1. In the **Jump to** field, enter ***RDET***.
2. Click **Go**. The Receivable History and Reference Query page opens along with a Search pop up window.

B. Search for a customer account.

1. In the **Dept**. field, enter ***your student data card***.
2. In the Search window, in the **Customer** field, enter ***the Vendor/Customer ID from your student data card***.
3. Click **Ok**.

C. Review the Receivable History.

1. Observe the summary amounts and returned documents for the selected customer, by clicking the **Next** button at the top of the page.



2. In the Reference Document column, click the **link** to open the document.
3. Review the document.
4. Click **Close** to return to the Receivable History and Reference Query page.
5. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

Lesson Summary

In this lesson, you:

- Identified the State process for the creation of a Referral to Collection Agency document
- Created a Referral to Collection Agency document
- Reviewed the batch process for creating Referral to Collection Agency documents
- Reviewed the modification and cancellation of Referral to Collection Agency documents
- Researched collection documents

Check Your Progress

1. The referral to collection agency document can be created manually or through a batch process.

    a. True
    b. False

2. The following actions can be performed on a referral to collection agency document?

    a. New CL
    b. Modify CL
    c. Cancel CL
    d. Both a and c

3. A receivable can never be referred to a collection agency prior to due date.

    a. True
    b. False

9. Write-Off Uncollectable Amounts

Learning Objectives

In this lesson, you will:

- Identify the State process for the creation of Write-Off documents
- Create a Write-Off document
- Modify a Write-Off document
- Cancel a Write-Off document
- Review the process of researching Write-Off documents

Lesson Overview

When a department determines that a specific Receivable based document or Referral to Collection Agency (CL) document needs to be written off because it is uncollectible, a Write-Off (WO) document can be created that references the RE, RETRI, or CL document. This lesson will examine the WO document creation process.

9.1. State Process Overview

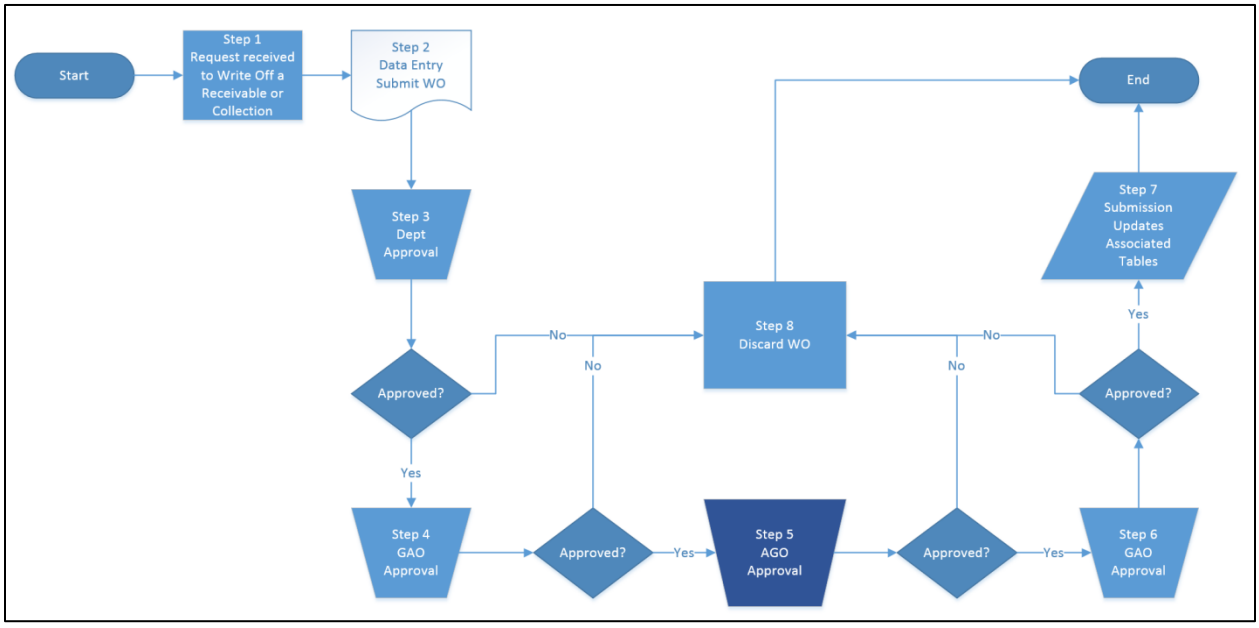
The steps below describe the statewide process. Your agency may have additional requirements. This process is referenced in To Be ID AR-TB-017 and represented by Figure 7 below.

1. The Department determines that a specific Receivable (RE) document exists and has aged beyond the Past Due Days for Write-Off field on the System Options (SOPT) table.
2. The Department is responsible for the drafting of the Write-Off (WO) document in the system. The write-off is applied with the direct write-off method instead of the allowance for doubtful accounts method. Any supporting documentation may be attached to the document at this time. Upon completion of the data entry, the WO document is submitted and routed for approval.
3. The WO document and any attached documentation are reviewed, as an initial review, by an authorized Department level approver. If the approver determines the RE document should not be written off, then the WO document is rejected/discarded in Step 8, the RE remains open, and the process ends. If the approver determines the RE document should be written off, then the WO document is approved and proceeds to Step 4.
4. The WO document and any attached documentation are reviewed by an authorized GAO level approver. If the approver determines the RE should not be written off, the WO document is rejected/discarded in Step 8, the RE remains open, and the process ends. If the

approver determines the RE should be written off, then the WO document is approved and proceeds to Step 5.

5. The WO document and any attached documentation are reviewed by an authorized Attorney General level approver. If the approver determines the RE document should not be written off, then the WO document is rejected/discarded in Step 8, the RE remains open, and the process ends. If the approver determines the RE document should be written off, then the WO document is approved and proceeds to Step 6.
6. The WO document and any attached documentation are reviewed by an authorized GAO level approver. The GAO will not approve the WO document until the Joint Legislative Budget Committee (JLBC) has approved the group of write-offs. The JLBC approval occurs outside of AFIS. The approver moves forward with the WO document once the Attorney General receives the confirmation from JLBC. If the approver determines the RE should not be written off, the WO document is rejected/discarded in Step 8, the RE remains open, and the process ends. If the approver determines the RE should be written off, then the WO document is approved and proceeds to Step 7.
7. The WO document final submission will close the RE document with the indication that it was written off and updates associated tables within AFIS.
8. The WO document was not approved. The WO document is discarded and the RE document remains open.

Figure 7: Create a Write-Off Document (AR-TB-017)



9.2. Create a Write-Off Document

Write-Off (WO) documents are created manually by using the Copy Forward feature from a Receivable (RE) based document or Referral to Collection Agency (CL) document. When using Copy Forward to create a WO document, all of the information from the referenced RE/CL is copied into the WO document. There is no data entry required on a WO document. Information in the Header can be modified or added to, and the percentage of the Write-Off can be set to an amount other than 100% on the Vendor section, if necessary. If setting the Write-Off to an amount other than 100%, the Auto Apply button will also need to be clicked on the Header.

When complete, the WO document is validated and submitted to workflow for approval following the process outlined above.

A Write-Off – Attorney General (WOAGA) document can also be created by the Attorney General's Office for receivables that were referred to this Office for collections, but deemed to be uncollectible. The Attorney General's Office completes the same steps above to manually Copy Forward the Referral to Collection Agency (CL) document, but the workflow only consists of the Attorney General's Office approver and a GAO approver.

ACTIVITY 9.2

Create a Write-Off Document Using Copy Forward

Scenario

A Receivable document that was sent to collections has been deemed uncollectible, and must be written off. You will create the Write-Off document using Copy Forward.

Setup

- ✓ User is logged into the AFIS Home Page.

Steps

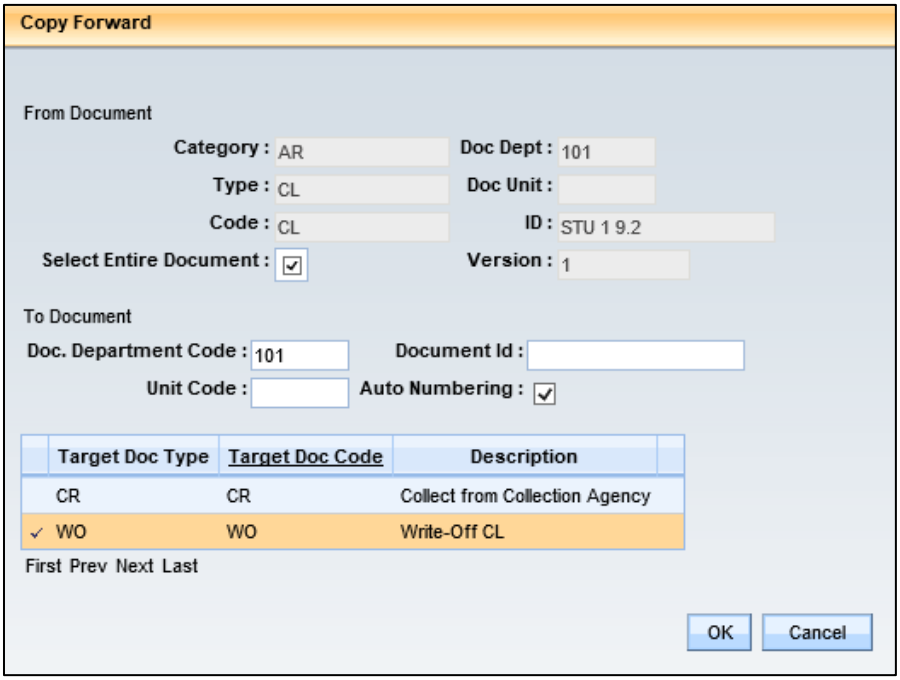
A. Search for an existing Referral to Collection Agency document.

1. In the Secondary Navigation Panel, click **Search**.
2. Click **Document Catalog**.
3. In the **Code** field, enter ***CL***.
4. In the **Dept** field, enter the data from ***your student data card***.
5. In the **Doc ID** field, enter the data from ***your student data card***.
6. Click **Browse**.
7. Click the document **ID** link to open the document.

B. Create a Write-Off document using Copy Forward.

1. At the bottom of the document, click **Copy Forward**.

2. In the Copy Forward screen, in the **Doc. Department Code** field, enter the data from ***your student data card***.
3. Check the **Auto Numbering** check box.
4. In the Target Doc Type grid, select **WO** (Write-Off).



5. Click **OK** to create the Write-Off document.
6. Click the **Accounting** component.
7. Review the information on the General Information tab.

C. Check the Write-Off document for errors and submit it.

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the Validation is successful, the following message is displayed in the upper left corner of the screen: "**Document validated successfully**."
2. Click **Submit** to submit the document for approval. If submission is successful, the following message is displayed in the upper left corner of the screen: "**Document submitted successfully**."
3. Click the **Home** in the Primary Navigation Panel to return to the Home Page.

9.3. Modify a Write-Off Document

Users can perform manual modifications to a Write-Off (WO) based document, if necessary. This may be necessary, if a partial payment was received for the customer, since a Write-Off document cannot be referenced on a Cash Receipt document.

AFIS will not allow any adjustment to the Write-Off Accounting Line Amount for an amount greater than the Outstanding Amount on the referenced Receivable/Referral to Collection Agency Accounting line.

In the Header, the Document Name and Document Description fields can be modified. In the Vendor section Collection Information tab, the WO Percent field can be modified. In the Accounting section General Information tab, the Line Description, Line Amount, and Reason fields can be modified. Once the modifications are complete, the document is validated and submitted. Upon submission, any modifications are reflected in the Receivable status.

A Write-Off modification follows the same approval process as the original Write-Off document outlined in AR-TB-017 above.

9.4. Cancel a Write-Off Document

A Write-Off (WO) based document can be cancelled if necessary by using the Discard feature from within the document. Discarding a Draft version of a document will remove the document from the system. Discarding a Final version of a document will create a Cancellation Draft version of the document, and change the original to Historical (Final) phase.

Discarding a Final version of the WO based document may be necessary, if a full payment was received from the customer, since a Write-Off document cannot be referenced on a Cash Receipt document.

State Process Overview

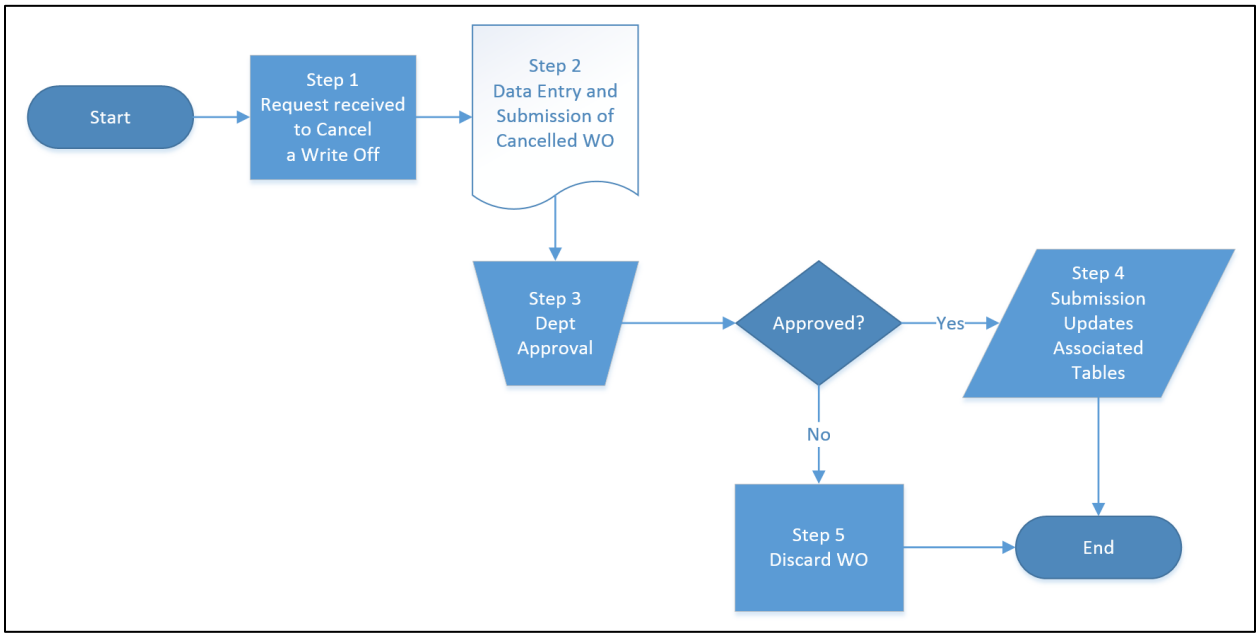
The steps below describe the statewide process. Your agency may have additional requirements. This process is referenced in To Be ID AR-TB-020 and represented by Figure 8 below.

1. The Department determines that an existing Write-Off (WO) document needs to be cancelled. For example, a previously submitted WO document needs to be cancelled due to a payment being received and applied to the referenced RE document.
2. The Department is responsible for drafting the cancellation WO document in the system. The user accesses the desired WO document, and discards the existing document, thereby cancelling it in the system. Any supporting documentation may be attached to the document at this time. Upon completion of the data entry, the cancellation WO document is submitted and routed for approval.
3. The cancellation WO document and any attached documentation are reviewed by an authorized Department level approver. If the approver determines the cancelled WO

document was processed in error, then it is rejected/discarded in Step 5 and the process ends. If the approver determines the WO document is acceptable, then the cancellation WO document is approved and proceeds to the next step.

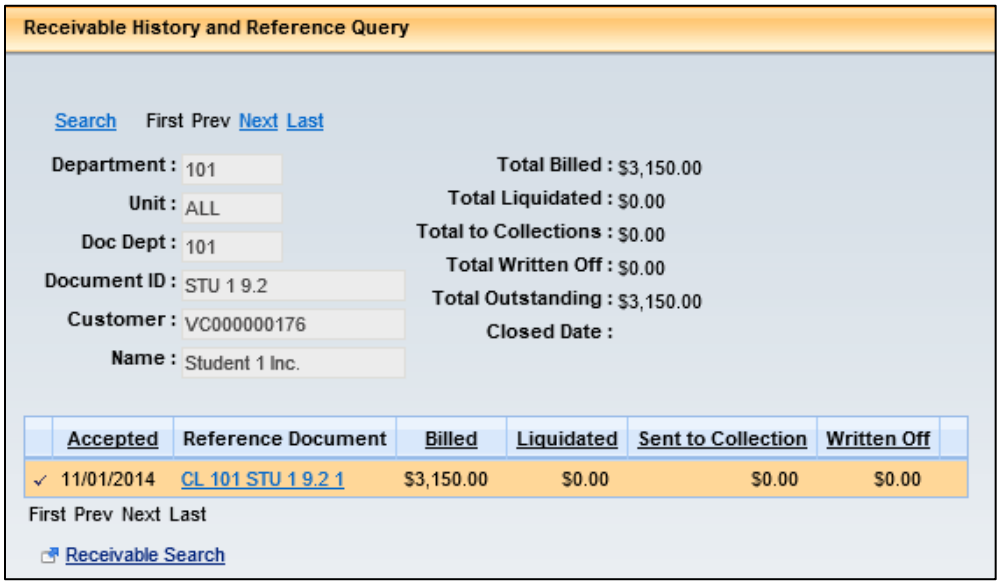
4. The cancellation WO document final submission reopens the RE document, the Customer Account Information (CUSTA) table, and associated tables are updated within AFIS.
5. The WO document was not approved. The WO document is discarded and the RE document remains closed.

Figure 8: Cancel a Write-Off Document (AR-TB-020)



9.5. Research Write-Off Documents

All updates to a customer account can be researched using the Customer Account Information (CUSTA) and Receivable History and Reference Query (RDET) pages. The RDET has a link to the Receivable Search (RESTA) page.



Lesson Summary

In this lesson, you:

- Identified the State process for the creation of Write-Off documents
- Created a Write-Off document
- Modified a Write-Off document
- Cancelled a Write-Off document
- Reviewed the process of researching Write-Off documents

Check Your Progress

1. The following actions are allowed with the Write-Off Document?
    a. New WO
    b. Modify WO
    c. Cancel WO
    d. All of the above

2. The Attorney General's Office can initiate the write-off of a receivable being collected by their office.
    a. True
    b. False

3. Only a Referral to Collection Agency (CL) document can be copied forward to a Write-Off document.
    a. True
    b. False

10. Cash Adjustments

Learning Objectives

In this lesson, you will:

- Review the State Treasurer Reconciling Adjustment process
- Review the Department Treasurer Reconciling Adjustment Modification process

Lesson Overview

This lesson is intended to serve as a broad overview of the cash reconciliation adjustment process so that users are familiar with the documents involved in the correction of reconciled cash receipts, which are part of the AR security role.

10.1. State Treasury Cash Adjustment

Reconciling Adjustments can be created by the Treasurer's Office. They are used for State Treasurer Cash Adjustment (STAD) documents.

The Event Types used during this process are:

- ARS1 – Unfavorable Deposit Adjustment
- ARS2 – Favorable Deposit Adjustment
- ARS3 – NSF Receivable
- ARS4 – Credit Card Unfavorable Adjustment (Fees and Chargebacks)
- ARS5 – Credit Card Favorable Adjustment

10.2 Department Treasury Cash Adjustment

The other type of adjustment is done at the Department level. Generally, once a State Treasurer Adjustment (STADJ) document is used to process a reconciling adjustment, the Department determines a course of action and processes a Department Adjustment (DADJ) document which clears the STADJ document and also updates the Accounting Journal (JACTG) table.

The Copy Forward feature can be used from the STADJ document to create the DADJ document. The DADJ is then submitted for Department approval. To verify that the reconciling adjustment has been created successfully users can look it up using the Accounting Journal (JACTG).

The Event Types used during this process are:

- ARD1 – Unfavorable Deposit Adjustment – Revenue Source (use with STADJ ARS1)
- ARDA – Unfavorable Deposit Adjustment – Object (use with STADJ ARS1)
- ARD2 – Favorable Deposit Adjustment – Revenue Source (use with STADJ ARS2)
- ARDB – Favorable Deposit Adjustment – Object (use with STADJ ARS2)
- ARD3 – Write-Off NSF Receivable – Revenue Source (use with STADJ ARS3)*
- ARD4 – Write-Off NSF Receivable – Object (use with STADJ ARS3)*
- ARD6 - Credit Card Unfavorable Adjustment – Revenue Source (use with STADJ ARS4)
- ARD7 - Credit Card Unfavorable Adjustment – Object (use with STADJ ARS4)
- ARD8 – Credit Card Favorable Adjustment (use with STADJ ARS5)

* Additional State Policy considerations. Review the State of Arizona Accounting Manual, AR Policy.

11. Accounts Receivable Reporting

Learning Objectives

In this lesson, you will:

- Review reports for AR tracking

Lesson Overview

AFIS includes several reports for monitoring AR activities.

AR Reports

The key reports needed to support the AFIS AR business processes are listed below. Included with some of the reports are the data elements (prompts) that are available.

AFIS Reports

Aging by Customer, by Department, and Past Due Report - The report contains a listing of aging receivables sorted by fund, department, and vendor/customer. The report also contains information such as invoice number, invoice date, and payment due dates. The outstanding amounts are grouped by the number of days overdue: 0 to 30 days, 31 to 60 days, 61 to 90 days, over 90 days, and over 1 year.

RSRC Summary Report - The Revenue Source Summary Report is used to track all accounts receivable revenue transactions during a user-defined date range. The Revenue Source Summary Report will be organized into uncollected revenue, written-off revenue, and collected revenue.

Aging Receivables Report - The Aging Receivables Report classifies outstanding Receivables by the amount of time they are overdue. On the report, the Receivables can be classified as not due, 0-30 days overdue, 31-60 days overdue, 61-90 days overdue and over 90 days overdue. The Receivables with no due date are attributed to the No Due Date column.

infoAdvantage Reports

- **FIN-AZ-AR-C035-RDD** - Open Items - Accounts Receivable - Report is a detailed listing of open Accounts Receivable documents
- **FIN-AZ-AR-N183-RDD** - Accounts Receivables Status Report
- **FIN-AZ-AR-N185-RDD** - Customer History Report - Year to Date - This report provides detailed customer history for receivable and related activities
- **FIN-AZ-AR-N337-RDD** - Invoice Aging by Department and Fund - This report lists Aged Receivables by Fund and Department
- **FIN-AZ-DEBT-N379** - Loan Outstanding Summary - This report shows the Loan Instrument Outstanding Summary in terms of Outstanding Principal out of the Total Loan Amount and the Outstanding Interest as on given date. In addition, it also shows the loan terms specific

information like Loan Amount, Total Principal Paid, Total Interest Paid, and the Net Payment Amount including Other Amounts as on given date. Report can be broken down at Responsible Department and Debt type, to list multiple loan instrument associated with a specific Department.

- **FIN-AZ-AR-N396** - Open Items - Accounts Receivable - Report is a detailed listing of open Accounts Receivable documents with a fiscal period cutoff. This report is cumulative through APD (Accounting Period Prompt).
- **FIN-AZ-AR-N461** - Treasurer Deposit Report - This report displays treasurer deposits for all CRs approved for "Approval date".
- **FIN-AZ-CM-N363 –** Revenue Analysis - Provide a cash flow analysis tool that can be utilized to generate cash projections and 'what if' analysis, including the following: Allow an Agency to combine multiple line items and apply projection parameters such as: change in billing/paying cycle from monthly to quarterly; change in tax rates; etc.

Lesson Summary

In this lesson, you:

- Reviewed reports for AR tracking

Appendix

ANSWER KEYS

Below are answer keys to the Check Your Progress quizzes provided at the end of each lesson.

Lesson 2

1. b. False Section 2.1 – Account Receivable Lifecycle
2. a. Customer Account Options (CACT) Section 2.2 – Customer Account Options
3. a. True Section 2.4 - Receivable History and Reference Query

Lesson 3

1. a. Billing Profile (BPRO) Section 3.1 – Billing Profile
2. b. False Section 3.1 – Billing Profile
3. a. True Section 3.6 – Other Tables

Lesson 4

1. d. Both a and c Sections 4 - Lesson Overview and Section 4.5 - Bill A Vendor for a refund
2. b. False Section 4.7. - One Time/Miscellaneous Customer Receivable
3. c. CUSTA Activity 4.10

Lesson 5

1. d. Both a and c Lesson 5 Overview and Section 5.1
2. a. True 5.2. - Receivable Modification, Adjustment Reason
3. d. Both a and c Section 5.1. - State Process Overview and Section 5.4 - Cancel a Final Document

Lesson 6

1. d. Both a and b Section 6.5. - Generate Invoices
2. d. Either a or b Section 6.2 – Billing Configuration
3. a. True Section 6.4 - Generate Statements and Section 6.5 Generate Invoices
4. b. False Section 6.7. - Generate or Reprint Invoices - Online

Lesson 7

1. b. False Section 7.4. - Apply Finance Charges
2. a. Open RE Section 7.7. - Set Up Payment Plans – Department

Lesson 8

1. a. True Section 8.2. - Create a Referral to Collection Agency Document

2. d. Both a and c Section 8.4
3. b. False Section 8.1 Exception to error can be done by override in the event of customer bankruptcy

Lesson 9

1. d. All of the above Section 9.2 - Create a Write-Off Document, 9.3 - Modify a Write-Off Document and 9.4. - Cancel a Write-Off Document
2. a. True Section 9.2. - Create a Write-Off Document
3. b. False Section 9.2. - Create a Write-Off Document